



# **PAYROLL LEGISLATION: HOW ADP TAKES THE STRESS OUT OF COMPLIANCE**

Overseas expansion needs global expertise



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for People®

## Many payroll providers claim to be global, but **ADP goes the extra mile**

Where CEOs see opportunities, heads of finance and HR will anticipate the challenges. Compliance is always a challenge when going into a new market. And it's where ADP consistently excels.



### Helping Amazon with accurate, compliant payroll as the organisation expands by 20-40 percent each year

Amazon was growing its workforce from 800,000 at the start of 2020 to nearly 1.3 million at the end of that year. Amazon's expansion included buying souq.com, the largest e-commerce platform in the Arab world, and paying staff at scale in countries like Egypt, Jordan and Kuwait.

ADP provided the industry-leading technology and team of legislative experts to help the company meet compliance regulations and stringent security requirements wherever it has operations.



"Having an in-country partner who can give you expertise and guidance as well as good technology, you can't put a price on that."

— **Greg Harmer**  
Global Head of Payroll, Amazon

### Delivering compliance for FedEx

FedEx has undergone major growth as a result of mergers and acquisitions in recent years. Buying the Dutch logistics company TNT meant that FedEx was responsible for more than 490,000 team members in over 220 countries and used 68 different payroll and time and attendance providers.

FedEx chose ADP to overhaul its payroll, making it simpler to pay employees accurately and in compliance.



"I can't emphasise enough how much GDPR compliance mattered and still matters to us."

— **Natascha Moore**  
International Payroll Manager, FedEx

# How we've helped clients to remain compliant and avoid disruption during major changes

As well as providing information and helping individual companies stay compliant with applicable laws and regulations, we've also helped our clients deal with change on an international level.

## Introducing PAYE in France

In January 2019, the French government introduced a withholding (pay-as-you-earn) tax. The authorities had previously taxed employees based on the previous year's income. This was a massive change, and many companies opposed the move. Furthermore, in tests prior to roll out, there were serious glitches in the government system.

### ADP ACTION

More than two years before the new law took effect, we worked closely with our clients and the tax authorities to understand and act on the changes. We ran focus groups, technical tests, training sessions and a pilot phase and sent out information kits for clients and their employees. ADP was invited to the Senate to explain the implications to the private sector and asked to road-test the changes in our software.

When the change occurred, ADP had automatic processes and controls in place and our clients were able to transfer seamlessly to the new system.

## Itemised payslips in Singapore

When Singapore's Ministry of Manpower decreed that all employers must issue 'itemised' payslips to increase pay transparency, many companies struggled to understand exactly how their payslips should show detailed deductions and overtime hours worked.

### ADP ACTION

We supported our multinational clients by creating a new payslip design that delivered a consistent user experience for their employees worldwide.

## Data privacy in China

When the Chinese government introduced the Personal Information Protection Law (PIPL), it became the nation's biggest-ever change to data privacy. Yet companies had just 73 days to prepare (compared with two years for Europe's GDPR). Noncompliance means fines of up to 5% of a company's worldwide revenue or fines of up to ¥ 50M.

### ADP ACTION

The new law affects the country's multi-million-strong workforce and any company with business interests with or within China. As the only global payroll provider in China with a local legislative team, ADP was in a unique position to help businesses understand the act's implications. We used educational articles, webinars and other tools to help clients prepare.

## Single Touch Payroll (STP) in Australia

This compliance regulation from the Australian Taxation Office (ATO) obliges employers to report employees' payroll information on each pay run, including data on salaries, tax withholdings and superannuation. Rolled out in two phases, STP involves many calculations and can be complex and time-consuming for businesses to manage.

### ADP ACTION

Knowing the undertaking that STP represents for Australian companies, we created a kit of resources and tools to help our clients prepare for compliance. Breaking down content into accessible chunks, we ran an informative campaign, including webinars, blog articles and templated checklists to guide payroll managers through the process of mapping employee data. We also worked as part of an industry focus group with the Australian authorities, representing our clients' interests in being able to implement the mandated changes within the technical framework.

## Spain overtime hours to be recorded

Following a ruling by the European Court, in reaction to a trade union's lawsuit, it was decided that employees' hours (including breaks) had to be recorded so that working time limits could be accurately applied.

### ADP ACTION

ADP offered a new app to clients that makes it easier for their employees to record their time and for managers to monitor their hours and take steps to maintain compliance.

## Moving from 29 regional labour laws to just four in India

Simplifying rules on compensation, pensions and labour, the new codes promote ease of doing business in India. They impact businesses widely across industries, including multinational firms with cross-border business or commercial interests in the country. Incorporating the labour reforms meant significant change management efforts from companies in the initial stages.

### ADP ACTION

Drawing on our experience across the globe, ADP worked with clients to ensure that not only was the data in place to meet the new requirements, but that clients had solutions ready to implement the changes when they came into force.

## Growing cybersecurity threat in LATAM

The area is one of the world's fastest-growing e-commerce markets (with 60% of transactions paid for by mobile phones) and is expected to grow 30% year-on-year. The downside is that Brazilians suffer fraud attempts every seven seconds and 81% of Mexican companies suffered at least four cyberattacks in 2021.

### ADP ACTION

ADP put in place a robust global security framework with multifactor authentication, an anti-DDoS platform and next-gen endpoint protection. We also ran repeated training and awareness campaigns. These measures proved their worth when one of our biggest clients — a Brazilian university with 10,000 employees — suffered a major cyber-attack. The only system not affected by the data breach was ADP's payroll and HCM system.

## We help take care of everyday compliance, too

Not every piece of legislation has repercussions as monumental as those detailed above, but no new law can be ignored. That's why compliance is built into every HR and payroll solution we offer. And why we have over 1,500 global payroll specialists keeping an eye on changes that may affect the 1.1 million businesses we protect.

When any change occurs that could affect any part of the payroll process — whether it's legislation, a health issue or armed conflict — we send an update. This includes a brief but detailed description, a solution delivery plan, the likely impact and any action the client should take.

ADP employs experts who understand the specific challenges of your industry and each territory you operate in. Experts who work with government agencies and can take over difficult and time-consuming work for you.

In fact, we can often speed up processes — for example, we've set up automated interfaces with many government agencies to send and receive pay and tax information rather than relying on forms that take time and cause delay.

## What 'industry-leading' really means

No other HR and payroll vendor understands the regulatory environment like ADP. Our experts speak 45 languages and are fluent in everything from expat rules to BCRs (Binding Corporate Rules). You can rely on us to take care of security, too, which is critically important as complex data legislation spreads around the world.

Because our global payroll is built on a cloud-based platform with a multilayer security system, you know exactly where your data is, and who has access, which isn't always the case with disparate systems. And when we say our security is industry leading that's no idle boast — it's one of the reasons our executives were invited to a White House cybersecurity summit, alongside experts from the world's foremost technology companies.

## Data privacy and compliance

Given the complexity of compliance, it's not surprising that many HR leaders see the global increase in local data privacy legislation as a driver for seeking an outsourced solution.

Outsourcing your HR data processing to a cloud-based HCM provider like ADP can go a long way to easing your compliance burden. We were having detailed discussions with our clients regarding privacy compliance and related legislation many years before the GDPR (in Europe), the LGPD (in Brazil) or the PIPL (in China) came into force.



## We're there when clients need us most

There's a lot of talk about resilience but when something totally unexpected happens, many companies will be caught completely off guard. That's when you need your payroll provider to step in and provide more than information. When one of our multinational clients was unable to collect pay data from India and China because of problems at its Italian HQ, ADP managed data collection and entry by working directly with our client's subsidiaries.

Another client, a well-known international retail chain, had to close its HR department after staff contracted COVID. We were able to guarantee the payroll process and ensure that the client's bank was ready to make payments.



**"When we consolidated these local solutions country by country, ADP found and resolved many compliance issues — it was by far our biggest win as the company was exposed in so many places that we were unaware of."**

— **Executive Director**, enterprise business services strategy, aerospace and defense.<sup>1</sup>



## \$6.6 million

**the three-year, risk-adjusted value of compliance cost avoidance.<sup>1</sup>**

ADP Global Payroll offers one solution for global payroll that provides the visibility and accuracy you need to remain compliant in multiple territories (including automatic regulatory updates). Employees and managers with the appropriate clearance can access the platform from almost anywhere, and staff across your organisation will experience the benefits:

**Finance** — Gives visibility of expenditure, cuts the costs of non-compliance significantly and simplifies systems.

**HR** — Built-in connectors make it simple to link your ADP Global Payroll with HR software from the world's most popular vendors, giving you a wealth of accurate workforce data for strategic decision making.

**Employees** — Increased digitalisation and efficiency will mean fewer payroll errors. Employees can view and check their personal data, further reducing mistakes.

**Business leaders** — Provides the insightful and actionable employee information that's vital when you have a workforce in more than one country. ADP Global Payroll reduces risks, making it easy to expand into new markets or withdraw if plans change.

**IT** — Takes the pressure off through pain-free integration with new technology such as AI and robotics. Builds resilience with the security you need for an expanding business.

## Each of our 1.1 million clients has their own story

How do our global payroll solutions work in the real world? Click on either of the links below to discover how we helped all kinds of clients with their particular compliance challenges.

**"And then of course, there's compliance."** ✦

See why FedEx, serving 220 countries and territories, chose ADP to help with its major global payroll change.

**PayPal is "in a really good place" globally** ✦

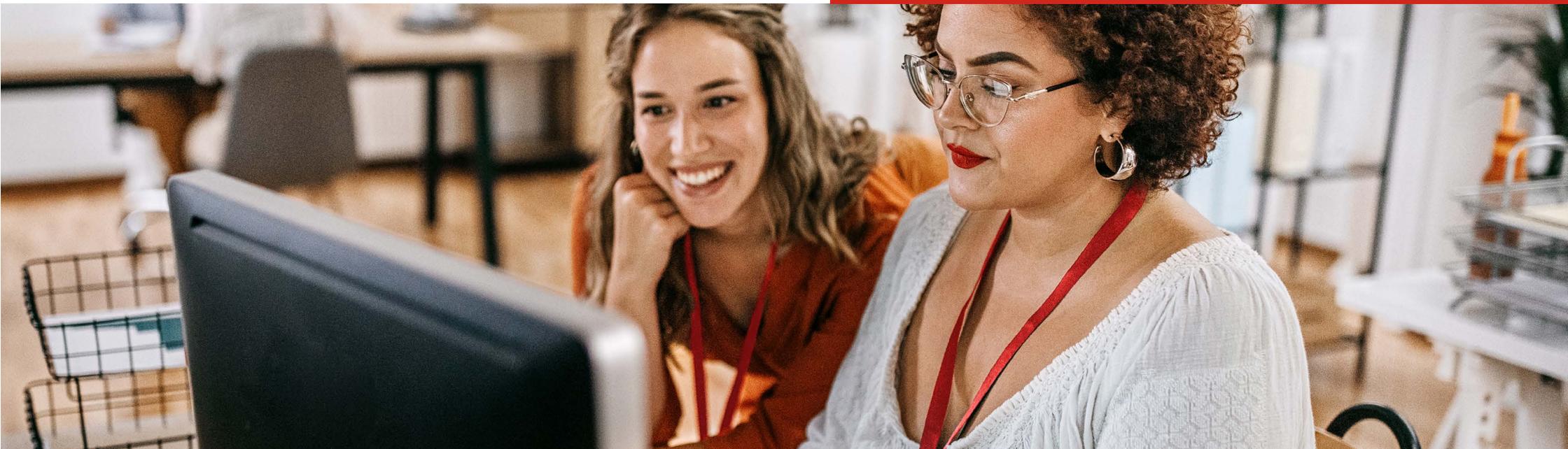
See how ADP Global Payroll helped PayPal solve its compliance issues and avert the potential of significant damage to its brand.



"ADP has the advantage of having a service-oriented heritage with deep compliance and knowledge teams to support its solution development."

— **Liz Rennie**

Principal Analyst, HR Technology & Services,  
NelsonHall<sup>2</sup>



For more information on how ADP Global Payroll can help you optimise your payroll operations as you get ready to expand abroad, visit [au.adp.com](https://au.adp.com)



1. Total Economic Impact™ of ADP Global Payroll 2023, conducted by Forrester, commissioned by ADP
2. ADP Newsroom, NelsonHall Recognises ADP as a Leader for Cloud-Based HR Transformation Services NEAT



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