

### A global technology company

#### The Challenge:

The client directly engaged a large number of contingent workers, and – as a result of upcoming changes to IR35 legislation – was looking for a third party to take over the pay-rolling of these workers going forwards.

#### Our Solution

Outsource UK were appointed as the new payroll provider in order to provide payroll services for all directly engaged contractors. The client wanted to build a robust process for carrying out IR35 assessments and ensure ongoing compliance, with minimum disruption to the business. Other priorities were to ensure there was clear communication throughout the programme, and to support the legal team in terms of specialist IR35 advice and guidance.

As communication was such an important priority, we ran IR35 information sessions for managers which increased manager understanding of IR35 and the feedback from attendees was that they came away from the sessions a lot more informed, and with a better ability to make decisions about IR35 status. Contractor retention was also paramount, and so we also introduced a number of contractor drop in sessions in order to provide workers with the background details that they needed around IR35 so that they understood the approach that the client was taking. These sessions, coupled with 121 sessions which took place with every contractor, ensured that contractors were kept informed, and given the opportunity to ask questions.

Outsource were able to transfer all contractors over to our payroll quickly and efficiently, and with no disruption to the workers.

The feedback from the onsite stakeholders was that our team exceeded their expectations, and that they are confident that they have a compliant, simple process that is ready for April 2021, and a payroll provider who is flexible, knowledgeable and able to support both the business and the contractors going forwards.

#### Get in touch to find out more about our Workforce Solutions for your business

We're here to help you solve your hiring headaches. Contact the team for more information on our range of handcrafted Workforce Solutions including Compliance Audits for IR35, Payrolling, MSP, RPO and dedicated Direct Sourcing talent pools.