Always Designing for People®



What to expect from an ADP Global Payroll **partnership**

Your company's growing and you want a global payroll provider who can live up to your expectations.

Here's an insight into how ADP approaches its business relationships.

Expanding business operations abroad can feel like a precarious balancing act for payroll leaders. Weighing up how much to focus on day-to-day operational decisions without overlooking the long-term strategies and innovations that could make a competitive difference. Trying to optimise the distribution between internal payroll responsibilities with the resources of a global payroll partner. And judging whether the culture of your chosen partner is going to be a natural match with your own.

Integrated teams, working with integrity

These are critical and complex decisions, and they're hard to take in a vacuum. Partner with ADP and you'll be gaining a welcome extension of your team to the point where you can no longer see the seams.

We can tell you about the number of languages our staff speak and the service centres we operate around the world. We can tell you how many clients stay with us year after year — even decade after decade — and how many companies from household brands to budding start-ups are happy to recommend us to their industry peers.

But stats can't come close to conveying the rapport in the relationships that ADP staff have with our clients. Here are a few windows into the way we work, and why clients regard ADP as a true professional partner.



The importance of a payroll point person

> "You're trying to build trust and connections between two huge global companies, each with their own needs, opportunities, and challenges. … I've learnt that the success of partnerships like this is about people, working as ONE. If you're driving transformation and change programs in your organisation, you need not just a partner, but a person — someone who can really understand your company, employees, objectives, and goals and work closely with you as a team to deliver change."

Laurie Tremper,
Global Payroll Director, Dow

How ADP clients view our payroll partnership

When you make a huge acquisition and suddenly have to put thousands of new employees onto the payroll ...

"We didn't sign up for a service provider. What we signed up for — and what we are in — is a partnership. Partnerships grow and change every day. They're about being in something together — working on things together and making new sense of new situations. This is what I really like about our collaboration with ADP."

Volker Schrank, Senior Director of Employee Experience and HR Technology, Mondelez

When a global crisis happens and you're worried your people might not be paid ...

"I remember reaching out to our ADP Client Partner in that first week of March 2020, when there was anxiety about what could happen if the whole payroll team falls ill with coronavirus. What came back were very well-thought-through fallback scenarios, and it showed that ADP are strong as a partner and I could assure my leadership team that we were in safe hands."

Nico Orie, VP, People & Culture Function Strategy and Service, Coca Cola European Partners

When you spot an internal error set to affect payroll but it's the weekend ...

"The nature of payroll is that there will be many things that you can't plan for. Great partners will obsess on delivering for your customers the same way we obsess over delivering for our customers. Great partners will help us save the day, which ADP did recently after an internal error was spotted on a weekend and ADP went above and beyond to remedy the situation within an hour."

Greg Harmer, Global Head of Payroll, Amazon

When you decide to expand your shared services model into complex new countries and regions ...

"One thing that has helped us be really successful in expanding our shared services model outside of North America is our partnership with the people at ADP. They take the time to understand not only the underlying business model but also the specifics of each circumstance of each property and each jurisdiction that we're operating in."

Robert Dunigan, Senior VP for Operations Finance, Four Seasons Hotels and Resorts

ADP ReThink — networking and new trends in global payroll

Every year we invite select clients to join ADP executives and inspiring speakers in-person to talk all things global payroll. It's an immersive opportunity to speak with client peers and senior leaders in a forum designed to facilitate the open exchange of ideas. Above all, this three-day conference is where business relationships become personal commitments — ones that have underpinned ADP's partnerships with clients for decades.



How ADP manages its own ecosystem of partner relationships

A service-minded community of in-country payroll partners

Alongside ADP experts, we partner with a managed network of in-country payroll processing specialists. These business alliance relationships allow our clients to run and reduce the set-up costs of ADP Global Payroll in over 140 countries, even when clients employ relatively few staff in each location.

When we say 'partner with', we mean this earnestly. We selected individual specialists and founded this collective of in-country partners nearly 20 years ago. The average tenure of these key business relationships is 12+ years, bringing enduring expertise and capabilities to support our clients.

These are clearly defined and formalised relationships with the strictest due diligence standards that ADP demands, but they're also that rare thing in the B2B world — the bedrock of a real worldwide community, with participants coming together each year in person to champion world-leading service for global payroll clients.



For full details of how we manage the governance, payroll process management, and security, IT and data privacy aspects of the business relationship, please ask your ADP representative for more information.

The partnership lifecycle

SELECT

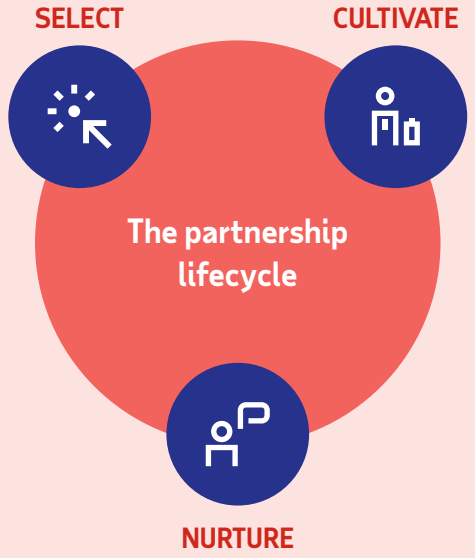
We've honed our selection process so that we're partnering with in-country payroll experts who will work with us to serve clients for the long term — upholding ADP's name, responsibilities and reputation.

CULTIVATE

Each payroll partner has a dedicated ADP counterpart at both an operational and executive level; covering all aspects of partner performance and compliance with both legal requirements and ADP policies, standards and controls.

NURTURE

To reinforce relationships, encourage peer-to-peer learning and recognise top performance, each year we meet our ADP Global Payroll partners in person at regional operational workshops and a separate Executive Convention, which is attended by leaders from six continents.



How ADP approaches its strategic partnerships

You can tell a lot about an organisation not just by the company it keeps, but by how it treats its business partners. And you can tell even more by its approach to collaborating with other industry players in an active effort to benefit mutual clients.

ADP has long recognised the importance of collaborations with key industry players in the payroll and HR field such as Workday, Oracle and SAP SuccessFactors.

Building on complementary capabilities, we've invested in partnerships with these leading ERP software system providers to deliver complete solutions that meet complex business needs in all industries — connecting people, processes and data seamlessly for organisations around the globe. Simplifying cloud connectivity is a common goal, as is optimising the software integration experience for our clients' payroll teams.

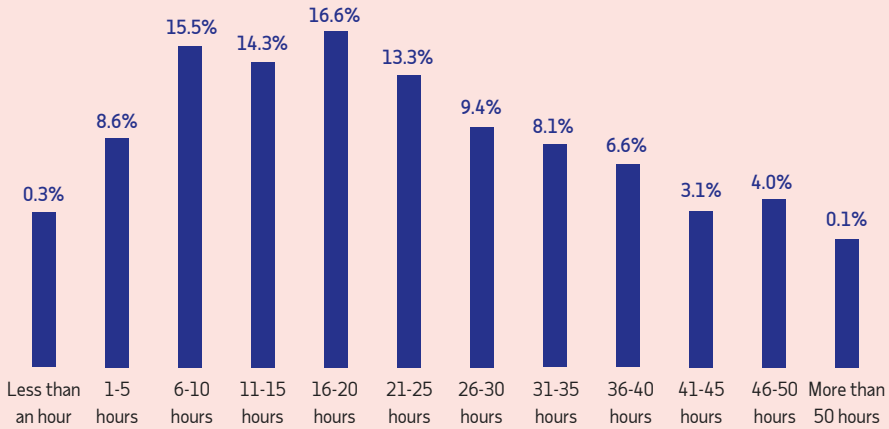
Essentially, it's about allowing global employee data to pass automatically between the systems you use so that we can process compliant payroll more efficiently.

Integrated systems are built to grow with your company

How can these strategic alliances benefit your company as you're gearing up for overseas expansion? With your organisation's HR application already integrated with ADP Global Payroll, you'll be well-placed to accommodate your new in-country workforce with ease.

Each strategic alliance partnership we build is designed to deliver synergy, value and new levels of success for our mutual clients as they grow their businesses around the world.

How much time are global payroll teams having to spend on reconciling data between HR and payroll systems every week per country?[1]



- Your teams will be able to enter new employees' payroll data into your HR system, **minimising the amount of time** they'd otherwise need to spend **reconciling information** from HR and payroll systems
- Data is sent from your HR application to ADP Global Payroll within minutes, ensuring that in-country authorities are informed for **timely compliance with labour laws** in your new country
- Your HR and payroll teams will have direct access to a sophisticated global reporting and analytics tool, allowing them to **draw informed comparisons** between your existing territories and the newly entered market

"Partnering with the market leader in payroll innovation has given us confidence. We've challenged ADP with some crazy, unprecedented things over the years, and ADP has delivered for us."

Greg Harmer, Global Head of Payroll, Amazon



A company like ADP — which has gone from pioneering an industry and remained a vital global leader for over 70 years — doesn't operate in a vacuum. It sustains its market-leading position thanks to the calibre of the business relationships its people build.

As your company's preparing for international expansion, pick a payroll partner who can not only support your company's growing ambitions, but whose reputation you can rely on.

Always Designing for People®

Visit us at: au.adp.com

1. ADP, The potential of payroll: Global payroll survey 2022

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