







SIX ACTIONS TO MINIMISE WAGE UNDERPAYMENTS



Where you have identified underpayment issues, transparency is key. Here are six clear, decisive actions to minimise damage.

-  **Inform your senior leadership (if they don't already know)** – Make sure that everyone is up-to-speed with the issues and proposed remediation plan so that they can manage their teams effectively.
-  **Work with your HR and/or Employee Experience team to communicate** – Well-crafted and timely messages that clearly articulate the issues, your contrition and plans to speedily remediate take expertise to put together, so consult with the experts.
-  **Communicate with the entire business, not just impacted employees** – No one likes to be in the dark. Underpayment issues are reputational issues, not just financial ones, so all employees need reassurance of your proactivity.
-  **Communicate with the wider market** – Where you have systemically underpaid all (or a lot) of your employees, release a public statement admitting the issues and your intent to remediate before someone else breaks the news. Underpayments are big news, and a perceived failure to own your responsibilities can cause irreparable brand damage.
-  **Continue communicating until the issues are fully remediated** – Communicate your progress and key metrics as you sort everything out. It shows that you're taking it seriously, and that remediation is important to your business.
-  **Provide clear channels for employees to communicate with you** – Identify whom employees can contact if they have questions or concerns and ensure that this person or team has the support and resources to respond effectively.

It should go without saying, but the worst option is to try and hide your misdemeanour or lie about the extent of it or your actions. You will eventually be found out, and it can undo your broader remediation efforts.



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