

Malware/ Ransomware Attack – Processing Payroll

Introduction

The UK has seen increases in the number of companies who are subject to Malware / Ransomware attack, such as the recent NHS attack. This can cause total or partial system loss and the inability to send or access key payroll data. If you find yourself in this situation do not panic, you still have a number of options. It should be noted that these are designed as a short term solution and remedial actions will be required.

My payroll system is outside the network and I still have access to it

If you have access to your payroll system you can process payroll as normal.

- If you are unable to process a BACS file, contact your bank and transfer funds via Bank transfer, Faster Payments or CHAPS
- If you process via Bank Transfer, find a secure and safe internet connection and process the payments as normal

I don't have access to any systems at all

Depending on how you pay your employees will depend upon the action you need to take. The information below provides solutions based on your payment method.

I pay my employees via BACS

Contact your BACS provider and ask if they can process last month's BACS file. This will enable you to pay your employees last month's payments.

I pay my employees via bank transfer

If you pay your employees by bank transfer, log into your online banking portal and review the employee payments made last pay period. Replicate the payments.

Processing new starters

If you are processing payments using the method above, you can pay new starters via bank transfer;

- Contact your new starter and ask for bank details
- Check any manual paperwork for the amount they are paid each pay period
- Manually calculate any pro-rata (mid pay period starters)
- Transfer basic pay (after pro-rata)

Consequences of this action

Please be aware using any of the options above could result in;

- Potentially paying employees who left the business
- Any additional payments such as overtime, bonuses or commission will be processed as part of the payroll run
- New starters will not be paid

If you use the option, you will need to correct the payroll either in a supplementary run or in the next pay period. This may result in some employees been over paid and the need to recover over payments.

I have access to my payroll system, but I can't send any data outside the network

- Process your payroll as normal
- Produce a report and print off/ note down the payments due to the employees
- Process payments via CHAPS, Faster Payments or traditional bank transfer

I outsource my payroll, but I am unable to send data to my provider

In this scenario you have two options:

1. Pay your employees using last month's payment file

Please be aware using this options above could result in;

- Potentially paying employees who left the business
- Any additional payments such as overtime, bonuses or commission will be processed as part of the payroll run
- New starters will not be paid

If you use the option, you will need to correct the payroll either in a supplementary run or in the next pay period. This may result in some employees been over paid and the need to recover over payments

2. Ask your provider to run a basic payroll

Employees will receive basic pay i.e. no with variable pay such as overtime, bonuses or commission. You may request that they process a supplementary run, once you are back up and running, so that any variable payments can be made

Please Note: New Starters will not be paid in the scenario above, you will need to make a manual payment. You will need to inform your payroll provider if any employees have left the company since the last pay period.

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