

## FCSA Statement regarding Contractor Voice's NumberMill article

FCSA is aware of an article on a contractor site, Contractor Voice, containing unfounded and untrue allegations regarding one of our Members, NumberMill, and further unfounded and untrue allegations regarding FCSA's payslip checking service and FCSA's response to a worker.

In our view these allegations are based on poor knowledge of the facts, lack of research and a failure to fact check or clarify. We are disappointed that at no point did Contractor Voice make any attempt to contact FCSA or NumberMill for comment, clarification or to check facts.

Furthermore, the allegations appear to be based largely on a fundamental misinterpretation of a single SafeRec payslip audit – the fact that the resulting allegations are so inaccurate is a clear demonstration of the serious limitations of an uninformed observer relying on a single payslip audit without examining or understanding the whole picture. Our full response to the allegations is included below.

FCSA calls for Contractor Voice to retract the article and issue an unreserved apology to both us and NumberMill.

FCSA is committed to ensuring that our Members achieve and maintain the highest standards of compliance and observation of our Charter and Codes, and we continue to rigorously apply and examine these standards. Whilst we accept that occasional errors may occur within any organisation's processes, and we support Members who recognise and rectify these issues in a timely and effective manner, where we find non-compliance we can, do, and will take appropriate action.

FCSA is the UK's only non-profit membership body dedicated to raising standards and promoting supply chain compliance for the temporary labour market. Our mission is to promote industry best practice, ensuring that the whole sector raises its standards. We aim to safeguard the long-term future of the professional freelance sector for the benefit of the UK's temporary and freelance workers and the flexibility they bring to the UK economy.

We address below each specific allegation.

#### Allegation

The FCSA Member concerned operated an Elective Deduction Model

#### The facts

This is not correct, FCSA specifically proscribes the use of this model. The worker was issued with and signed a Contract for Services. The worker's engagement by NMPCFS Ltd lasted a total of eight weeks from Tax Week 5 to Tax Week 13 of the 2021-2022 tax year.

#### Allegation

The FCSA member paid less than National Minimum Wage to a worker as reported by a SafeRec payslip audit.

#### The facts

This is incorrect. FCSA is satisfied and have verified by access to NumberMill's systems, that at no time was the worker paid less than NMW. As can be seen on the payslip published by Contractor Voice the worker was paid a taxable rate of **£9.70** per hour – the NMW during the engagement was £8.91 per hour. The payslip audit itself contains the following caveat (our emphasis):

“Holiday pay has not been detected on the payslip or the reconciliation statement. **If** holiday pay was computed for this particular payslip, it **would** result in the worker being paid under the National Minimum Wage threshold for individuals aged 23 years and above | If the worker is aged over 23, **please contact the company that processed this pay for further clarifications.**”

NumberMill's team detected this anomaly, and the assignment rate was subsequently uplifted after NumberMill sought and obtained an increased rate from the recruitment agency on behalf of, and to the benefit of, the worker and to ensure coverage of NMW **and** holiday pay.

At no point was the worker paid less than NMW, we can only conclude that either Contractor Voice, which ignored the SafeRec caveat, has misstated or misunderstood the facts or that the worker did not inform them of the actuality.

#### Allegation

The worker was deprived of holiday pay/holiday entitlement.

#### The facts

This is incorrect. The allegation is made solely on the basis of misinterpreting one SafeRec payslip audit for only Tax Week 5 and no further investigation or fact checking by Contractor Voice or, perhaps tellingly, information from the worker himself.

During the first five weeks of the eight-week course of the engagement the worker was paid at the contract rate – in Tax Weeks 10 and 11, the worker, and following the rate uplift described above, received two additional payments over and above the initial contract rate to account for holiday pay. From Tax Week 10 the method was adjusted to accrued holiday pay and thus holiday pay was accrued until the worker terminated the engagement in Tax Week 13 upon which the accrued holiday pay balance was paid in full to the worker in Tax Week 14.

In fact, the worker received a payment for holiday pay/holiday entitlement over and above what was required by his contract.

FCSA is satisfied and have verified by access to NumberMill's systems, that the worker, over the course of his eight-week engagement, received taxable pay which was in excess of NMW plus commensurate holiday pay and we can only conclude that either Contractor Voice has misstated or misunderstood the facts or that the worker did not inform them of the actuality.

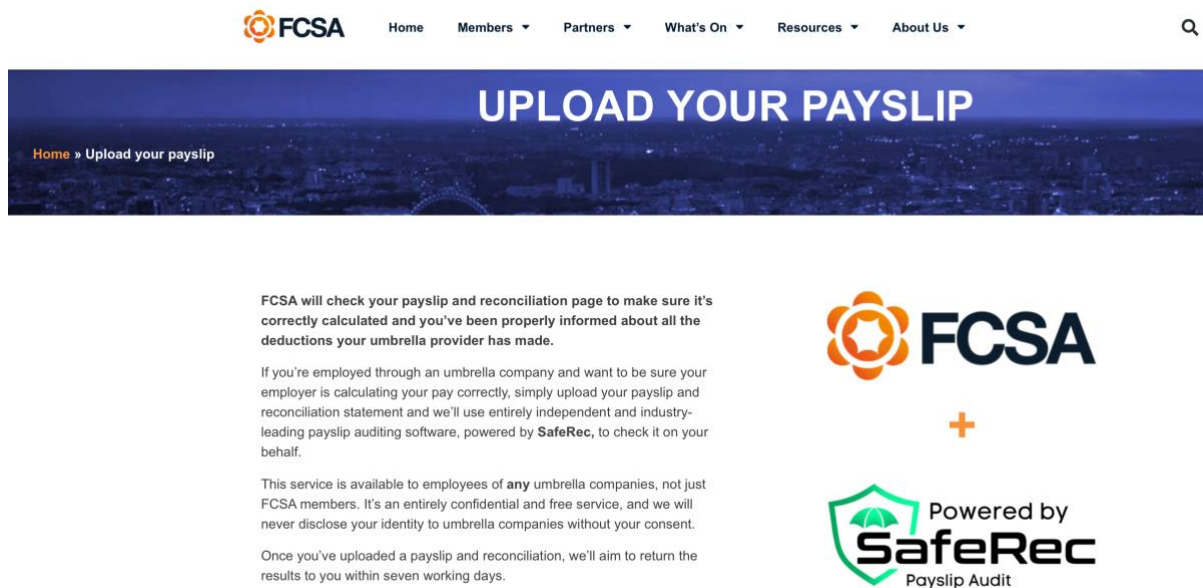
## Allegation

FCSA obscure the fact that we use SafeRec to carry out audits on uploaded payslips, stating:

“...it does not make it as clear as it should, the FCSA outsource the auditing of any uploaded payslips to SafeRec”

## The facts

This is simply untrue. As can be seen from the screenshot below we prominently display the SafeRec logo on our payslip upload page and refer directly to SafeRec in the text (in bold type).



**FCSA** will check your payslip and reconciliation page to make sure it's correctly calculated and you've been properly informed about all the deductions your umbrella provider has made.

If you're employed through an umbrella company and want to be sure your employer is calculating your pay correctly, simply upload your payslip and reconciliation statement and we'll use entirely independent and industry-leading payslip auditing software, powered by **SafeRec**, to check it on your behalf.

This service is available to employees of **any** umbrella companies, not just FCSA members. It's an entirely confidential and free service, and we will never disclose your identity to umbrella companies without your consent.

Once you've uploaded a payslip and reconciliation, we'll aim to return the results to you within seven working days.

**FCSA** +  
Powered by **SafeRec**  
Payslip Audit

We are mystified as to why Contractor Voice believes our use of SafeRec to be unclear or obscured.

### Allegation

At Contractor Voice’s request the worker uploaded a payslip to FCSA’s service, but Contractor Voice then states:

“at the time we are publishing this article [14<sup>th</sup> November 2023 as per the metadata], the worker still hasn’t received any feedback”.

### The facts

This is incorrect. Using a pseudonym and a gmail email address, the worker uploaded the payslip in question to FCSA’s website and we processed it in the following timeline:-

Contact Name	C**** K*****
Payslip uploaded	20/10/23 14:40
FCSA Acknowledgement email sent	27/10/23 15:50
FCSA Acknowledgement email opened by recipient	30/10/23 13:08
FCSA Payslip failed checks - email sent	03/11/23 10:56
FCSA Payslip failed checks - email opened by recipient	06/11/23 14:01 06/11/23 18:00 14/11/23 12:24

Our records clearly show that the worker had opened the email on two occasions **before** the article was published and **again on the day the article was published**.

In our view, the allegation implies that FCSA hide results of payslip audits. We categorically do not.

We can only conclude that either Contractor Voice has misstated the facts or that the worker did not inform them of the actuality.