



Code of Conduct & Ethics 2025



The High-Performance Payroll People

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The High-Performance Payroll People

Foreword from Leadership

At CloudPay, how we achieve success matters as much as the results we deliver. This Code of Conduct is our guide to working with integrity, respecting people, protecting our business, and building trust with clients, partners, and each other. Every employee — regardless of role, level, or location — is responsible for living our values and upholding these standards.

If you are in doubt, ask yourself:

Would I be proud if my decision were public?

Could this harm CloudPay's reputation or someone's trust in us?

Am I treating others with fairness and respect?

If the answer is "no" or "I'm not sure," seek guidance before acting.

Our Vision and Mission

Vision: To be the world's most trusted global payroll partner, simplifying pay for all employees.

Mission: Empowering global workforces with seamless, compliant, and innovative payroll and payment solutions, enabling businesses to thrive in a connected world.

Our Values

Our fundamental beliefs at CloudPay are built on core values of professionalism, passion, empowerment, innovation, and teamwork

We value our employees and strive to create a great workplace where everyone is valued, heard, inspired, and encouraged to bring their authentic selves to work. We're committed to providing an excellent employee experience through fulfilling projects, empowerment to make a difference, and an environment that inspires innovation.

We are professional: Serving all stakeholders with integrity in the pursuit of excellence.

Driven by passion: Delivering on our commitments with energy, tenacity and enthusiasm.

We are empowered: Encouraging our team to make responsible decisions and take accountability.

Dedicated to innovating: Transforming the status quo by improving our service and our technology.

Built on teamwork: Achieving our vision through thoughtful collaboration and teamwork.



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Our core values are what unites us - our competencies reflect how we do that. From delighting the customer to treating each other with integrity and respect

We're committed to delivering our end goals with positivity, persistence, and creativity. We make a difference by proactively exploring, questioning constructively, and exploring challenges whilst considering the bigger picture.

Integrity and Respect

Being open, honest and transparent to build lasting trust with others. Intentions and ideas are communicated clearly whilst demonstrating understanding, empathy and respect for others, giving due consideration for other's views, concerns, pressures and their location, adapting your style and language to suit each situation and individual

Integrity is the foundation of trust. It means choosing the ethical path, even when no one is watching.

What does this mean for you:

- Always act with honesty and professionalism.
- Avoid shortcuts that compromise standards.
- Ask for guidance if you're unsure whether an action is appropriate.

Whistleblowing

We encourage everyone to speak up about concerns without fear of retaliation.

How to raise a concern:

Speak with your manager, HR, or the Legal team.

If you are not comfortable using internal channels, use our independent hotline (+1 720 514 4400, for those in US- 1 800 461 933) or online reporting tool [[Find Your Organization](#)] — available 24/7.

Reports will be treated confidentially and investigated promptly.

Non-retaliation guarantee: No employee will be penalised for raising a concern in good faith.



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Preventing Financial Crime

Anti-Money Laundering (AML)

We are committed to preventing money laundering, terrorist financing, and other financial crimes. Money laundering is the process of disguising the origins of illegally obtained funds to make them appear legitimate. Even unintentional involvement can expose CloudPay and our employees to severe legal and reputational risks.

Our commitments include:

- Compliance: Follow all applicable AML laws, regulations, and company policies.
- Due Diligence: Conduct thorough checks on customers, suppliers, and business partners to ensure they are legitimate and reputable.
- Monitoring: Remain alert to unusual or suspicious financial activity in transactions, contracts, or payments.
- Transparency: Ensure all business and financial records are accurate, complete, and truthful.
- Zero Tolerance: We do not tolerate the use of our products, services, or systems for money laundering or terrorist financing.

What this means for you:

- Verify the identity of customers, suppliers, and partners before entering business relationships.
- Be cautious of red flags such as: unusual payment methods, cash transactions, reluctance to provide documentation, or payments from unrelated third parties.
- Never agree to structure transactions to conceal funds, avoid reporting requirements, or misrepresent the nature of payments.
- Immediately report any suspicious activity to aml@cloudpay.net
- Complete required AML training.

By following AML principles, we protect the integrity of CloudPay and contribute to a fair and transparent financial system



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Sanctions & Trade Controls

We are committed to conducting business in compliance with all applicable international trade laws, including export controls, import restrictions, and economic sanctions. These laws help ensure that goods, services, and technologies are not misused and that we avoid dealings with prohibited parties or regions.

Our commitments include:

- Compliance with Laws: Follow all applicable export control, customs, and sanctions regulations wherever we operate.
- Restricted Parties: Do not engage in business with individuals, organisations, or countries subject to trade sanctions or embargoes.
- Licensing Requirements: Obtain required licenses or approvals before exporting or transferring controlled goods, services, or technologies.
- Accurate Records: Ensure customs declarations, shipping documents, and trade records are complete and accurate.
- Monitoring: Conduct due diligence on partners, suppliers, and customers to ensure compliance with trade restrictions.

What this means for you:

- Be aware that sanctions and export laws apply to goods, services, software, technology, and even information transfers (including emails and digital files).
- Never attempt to bypass trade controls or conceal the true nature of a transaction.
- Check restricted party lists and country sanctions before entering into agreements or shipments.
- Report any requests or transactions that may violate trade laws immediately to compliance@cloudpay.net
- Seek guidance from the compliance team if you are unsure about a trade or export situation.
- By complying with sanctions and trade controls, we protect our company from legal, financial, and reputational risk while contributing to global security and ethical business practices

Bribery & Corruption

We conduct business with integrity, fairness, and transparency. We have zero tolerance for bribery or corruption in any form.

Our commitments include:

- No Bribes: We do not offer, give, request, or accept bribes, kickbacks, or improper payments.



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- No Facilitation Payments: Even small, unofficial payments to speed up routine actions are prohibited, except where there is an immediate threat to personal safety.
- Third-Party Integrity: We expect agents, suppliers, and business partners to uphold the same anti-bribery standards.
- Transparency: All gifts, hospitality, charitable contributions, and sponsorships must be reasonable, proportionate, and recorded in line with company policy.
- Compliance: We adhere to all applicable anti-bribery and anti-corruption laws worldwide.

What this means for you:

- Never offer or accept anything of value to influence a business decision.
- Be especially cautious in dealings with government officials—additional legal restrictions often apply.
- Avoid situations where personal or financial interests could be perceived as corrupt.
- Report any suspicions or incidents of bribery or corruption immediately through the appropriate channels.

By rejecting bribery and corruption, we protect our reputation, comply with the law, and build lasting relationships based on trust.

Modern Slavery & Human Rights

We have zero tolerance for modern slavery in any form, including forced labor, bonded labor, human trafficking, or child labor. Everyone has the right to work freely and with dignity, and we are committed to ensuring that slavery has no place in our operations or supply chain.

Our commitments include:

- Prevention: Taking steps to identify, prevent, and eliminate risks of modern slavery in our business and supply chain.
- Due Diligence: Working only with suppliers and partners who share our commitment to ethical labor practices.



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- Transparency: Complying with all reporting obligations ¹under modern slavery legislation and communicating our actions openly.
- Protection of Rights: Ensuring that all workers are employed freely, are of legal working age, and have the right to leave their employment.
- Remediation: Acting quickly and responsibly if modern slavery risks or incidents are identified.

What this means for you:

- Be alert to signs of forced, exploitative, or underage labor in our operations or suppliers.
- Never engage in or ignore practices that could involve trafficking, coercion, or exploitation.
- Report concerns about labour conditions or suspected modern slavery through the appropriate channels.
- Conduct due diligence when selecting or working with suppliers, contractors, or labor agencies.
- Support our culture of human rights, dignity, and respect for all workers.

By standing against modern slavery, we uphold human rights and contribute to fair, safe, and ethical workplaces everywhere.

Competition Law

We are committed to fair and open competition. We compete on the strength of our products, services, and people, not through unfair or unlawful practices. All employees must comply with competition laws wherever we operate.

Our commitments include:

- Fair Competition: Compete honestly, avoiding any activity that could restrict or distort markets.
- No Collusion: Never agree with competitors to fix prices, divide markets, restrict supply, or coordinate bids.
- Respect for Customers and Partners: Business decisions must be made independently and in the best interests of CloudPay and our customers.
- Transparency: Sales and marketing practices must be accurate, truthful, and never misleading.

¹ [CloudPay Modern Slavery and Human Trafficking Statement - CloudPay](#)



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- Compliance: Adhere strictly to local and international competition laws.

What this means for employees:

- Do not discuss pricing, costs, market strategies, or customer information with competitors.
- Avoid informal conversations (e.g., at industry events) that could be seen as attempts to collude.
- Only gather competitive information through legal and ethical means—never through misrepresentation or theft.
- Report any request or suggestion to coordinate with competitors immediately to legal@cloudpay.net

By following competition law, we protect customers, maintain trust, and ensure CloudPay's long-term success

Data Protection, Privacy & Security

Data Protection

Data is one of our most valuable assets. Protecting it, whether it belongs to CloudPay, our employees, customers, or partners, is essential to maintaining trust, complying with the law, and safeguarding our reputation.

Our commitments include:

- Confidentiality: Sensitive information must be accessed only by authorised individuals and shared only when necessary.
- Integrity: Data must be accurate, reliable, and protected from unauthorised alteration or misuse.
- Availability: Systems and processes must ensure that critical data is accessible when needed for legitimate business purposes.
- Compliance: We adhere to all applicable data protection laws and regulations, including GDPR and local requirements.
- Incident Response: Any data breach or loss will be addressed promptly, with appropriate mitigation and reporting.

What this means for employees:

- Handle company and personal data responsibly, following approved processes and security measures.



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- Use only authorised systems, tools, and storage solutions for handling data.
- Protect passwords, encryption keys, and access credentials.
- Do not transfer sensitive data to personal devices or unapproved platforms.
- Report suspected data breaches, phishing attempts, or unusual activity immediately to DPO@cloudpay.net
- Complete all required data protection training.

By protecting data, we safeguard individuals' rights, maintain compliance, and preserve CloudPay' s integrity.

Privacy

We respect the privacy of our employees, customers, partners, and all individuals whose personal data we handle. Protecting privacy is not only a legal requirement but also a matter of trust and respect.

Our commitments include:

- Data Protection: Collect, use, store, and share personal information only in accordance with laws (e.g., GDPR, local regulations) and company policies.
- Purpose Limitation: Use personal data only for legitimate business purposes and only as long as necessary.
- Confidentiality: Safeguard personal and sensitive information against unauthorised access, disclosure, alteration, or loss.
- Transparency: Be clear about how we collect and use data and provide individuals with appropriate rights and choices.
- Accountability: Ensure that all employees handle personal information responsibly and with care.

What this means for you:

- Only access or use personal data if you are authorised, and it is necessary for your role.
- Never share personal or sensitive information with unauthorised colleagues, third parties, or external systems.
- Protect data in all formats (digital, paper, verbal) and report any suspected data breaches immediately to DPO@cloudpay.net



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- Follow our policies on secure storage, transfer, and disposal of data.
- Respect the privacy rights of colleagues, customers, and business partners always.

By treating personal information with care and respect, we maintain trust and comply with our legal and ethical responsibilities.

Security

Protecting our people, assets, information, and systems is essential to maintaining trust, safety, and business continuity. Security is everyone's responsibility, and we must all remain vigilant.

Our commitments include:

- Physical Security: Ensuring that company facilities, equipment, and materials are safe from theft, loss, or damage.
- Information Security²: Safeguarding sensitive data, trade secrets, and personal information from unauthorised access, misuse, or disclosure.
- Cybersecurity: Protecting our networks, devices, and digital systems from cyber threats, malware, and other risks.
- Resilience: Maintaining processes to respond quickly and effectively to security incidents or emergencies.
- Compliance: Following all security-related policies, laws, and regulations.

What this means for you:

- Always wear or display identification where required and escort visitors at all times.
- Lock computers, secure documents, and protect confidential information from unauthorised access.
- Be cautious of phishing or suspicious activity.
- Report lost devices, security concerns, or incidents immediately.
- Never share access credentials or bypass security protocols.
- Take part in mandatory security training.

By making security a daily habit, we help protect ourselves, our colleagues, and CloudPay's reputation

² [Global Payroll and Payments Compliance with CloudPay - CloudPay](#)



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Responsible AI Use

We recognise that artificial intelligence (AI) can help us work smarter, faster, and more effectively. With this opportunity comes responsibility. We are committed to using AI tools and technologies ethically, transparently, and in ways that align with our values and obligations.

Our commitments include:

- **Compliance and Ethics:** Use AI in accordance with laws, regulations, and company policies, ensuring fairness, accountability, and respect for human rights.
- **Accuracy and Oversight:** Treat AI outputs as support for human decision making, not as unquestioned truth. Always apply judgment, critical thinking, and verification.
- **Privacy and Security:** Protect personal and confidential information when using AI systems. Do not input sensitive data into unapproved tools.
- **Transparency:** Be open about when and how AI is used, especially in ways that impact people.
- **Bias Awareness:** Understand that AI systems may reflect biases; take steps to identify, mitigate, and prevent unfair outcomes.

What this means for you:

- Use only approved AI tools.
- Never share confidential, personal, or proprietary information with external AI systems without authorisation.
- Double check AI generated content or recommendations before acting on them.
- Speak up if you notice potential misuse of AI or risks to fairness, safety, or security.
- Remember: AI should assist your work, not replace your responsibility or accountability.

By using AI responsibly, we can unlock its benefits while protecting people, data, and trust

Intellectual Property (IP)

Our ideas, innovations, and creative works are vital to our success. Protecting intellectual property (IP), both our own and that of others, is essential to maintaining trust, competitiveness, and legal compliance.



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Our commitments include:

- Protecting Company IP: Safeguarding patents, trademarks, copyrights, trade secrets, designs, and other proprietary information.
- Respecting Third-Party Rights: We do not copy, use, or distribute software, content, or other intellectual property without proper authorisation or licensing.
- Responsible Use: CloudPay IP must only be used for legitimate business purposes and not for personal gain or external benefit.
- Confidentiality: Proprietary information must be protected from unauthorised disclosure, both during and after employment.

What this means for you:

- Use company intellectual property responsibly and only for work related purposes.
- Never share confidential information (e.g., designs, strategies, customer lists) outside CloudPay without approval.
- Respect copyright, trademarks, and licenses do not use or install unlicensed software or copy protected content.
- Acknowledge and credit the contributions of others appropriately.
- Report any suspected misuse or infringement of IP immediately to legal@cloudpay.net

By respecting and protecting intellectual property, we preserve CloudPay's reputation, foster innovation, and maintain fair business practices.

Equity, Diversity & Inclusion

We believe that equity, diversity, and inclusion make us stronger. Everyone deserves to work in an environment where they feel valued, respected, and able to contribute fully. Discrimination, harassment, or exclusion of any kind will not be tolerated.

Our commitments include:

- Equal Opportunity: Employment decisions are based on merit, skills, and performance, never on race, gender, age, religion, disability, sexual orientation, or any other protected characteristic.



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- Inclusive Culture: We actively foster a workplace where different perspectives are welcomed, and all voices are heard.
- Zero Tolerance for Harassment: Bullying, intimidation, offensive behavior, or harassment in any form—verbal, physical, or digital—will not be accepted.
- Accessibility: We strive to create workplaces, systems, and processes that are accessible and fair for everyone.

What this means for you:

- Treat colleagues, partners, and customers with dignity, courtesy, and respect at all times.
- Speak and act in ways that promote inclusion and avoid language or behavior that could exclude or demean others.
- Challenge discrimination, bias, or harassment when you encounter it, and report concerns through the proper channels.
- Respect cultural differences and seek to understand diverse perspectives.
- Contribute to a team environment where everyone feels safe to share ideas and participate fully.

When we work on the basis of respect and inclusiveness, we build a workplace where people can thrive and bring their best selves to work

Employment Rights & Obligations

We are committed to fair and respectful employment practices that uphold the rights of all employees while ensuring accountability in fulfilling workplace responsibilities.

Our commitments include:

- Fair Treatment: All employees will be treated with dignity, respect, and equality of opportunity, without discrimination or harassment.
- Legal Compliance: We adhere to all applicable labour and employment laws, including those related to wages, working hours, benefits, and conditions of employment.
- Job Security and Contracts: Employees will receive clear terms of employment, including rights and obligations under their role.
- Safe and Respectful Workplace: Everyone has the right to a workplace free from intimidation, violence, harassment, and unsafe conditions.



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- Work-Life Balance: We recognise the importance of rest, leave, and flexibility, consistent with legal standards and company policies.

What this means for you:

- Know your rights: Understand the protections, benefits, and resources available to you under CloudPay policy and the law.
- Fulfill your obligations: Perform your role responsibly, ethically, and in alignment with CloudPay values and standards.
- Respect others: Contribute to a positive, inclusive, and collaborative work environment.
- Speak up: Report violations of employment rights, your own or others', without fear of retaliation.
- Follow policies: Abide by workplace rules, health and safety requirements, and ethical standards.

By balancing rights with responsibilities, we create a workplace built on fairness, accountability, and mutual respect

Health, Safety & Wellbeing

We are committed to providing a safe, healthy, and respectful workplace for all employees, contractors, and visitors. Protecting people is vital, and everyone shares responsibility for maintaining a safe environment.

Our commitments include:

- Compliance: Following all applicable health, safety, and workplace regulations.
- Safe Environment: Ensuring facilities, equipment, and processes meet or exceed safety standards.
- Training and Awareness: Providing employees with the knowledge, resources, and support needed to work safely.
- Wellbeing: Promoting physical and mental health, and encouraging a culture of care, respect, and balance.
- Reporting Concerns: Empowering employees to stop unsafe work and report hazards, accidents, or near-misses without fear of retaliation.

What this means for you:

- Take personal responsibility for your safety and the safety of others.
- Always follow safety instructions, training, and protective measures.



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- Immediately report unsafe conditions, incidents, or health concerns.
- Support a culture of respect, inclusion, and wellbeing at work.

Together, we create a workplace where safety is a shared priority and everyone goes home healthy

Freedom of Association

We respect the rights of employees to freely choose how they are represented in the workplace. Everyone has the right to join, form, or not join trade unions and workers' councils, and to engage in collective bargaining, in accordance with local laws and regulations.

Our commitments include:

- Respecting Rights: We do not interfere with or discourage employees from exercising their right to representation.
- Non-Retaliation: No employee will be penalised, harassed, or discriminated against for participating in union activities, collective bargaining, or lawful assemblies.
- Constructive Dialogue: We encourage open, respectful communication between employees, their representatives, and management to address workplace concerns.
- Compliance: We follow all applicable labour laws and international standards related to freedom of association.

What this means for you:

- You are free to choose whether to participate in unions, worker committees, or other representative groups.
- You can raise concerns individually or collectively without fear of retaliation.
- You are expected to engage respectfully with colleagues and representatives, regardless of differing views.
- Managers should foster an environment of trust, ensuring employee voices are heard and valued.

By upholding freedom of association, we support a fair, inclusive, and collaborative workplace where all employees can express themselves and be represented.



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Gifts, Hospitality & Conflicts of Interest

Gifts & Hospitality

Exchanging modest gifts or hospitality can be part of building professional relationships. However, they must never influence, or appear to influence, our business decisions. Our integrity depends on making choices based on merit, fairness, and the best interests of CloudPay.

Our commitments include:

- No Improper Influence: Gifts, entertainment, or hospitality must never create a sense of obligation or affect impartial decision-making.
- Transparency: All gifts or hospitality offered or received must be appropriate, proportionate, and openly declared in line with CloudPay policy.
- Cultural Respect: Modest and customary tokens may be acceptable, provided they comply with CloudPay policy.

What this means for you:

- Do not offer or accept gifts or hospitality that are lavish, frequent, or could be seen as an attempt to gain undue influence.
- Always seek approval and record gifts or hospitality as required by policy.
- Politely decline anything that might breach these standards, explaining our commitment to ethical practices.
- Be cautious with government officials, special rules often apply, and even small gifts may be prohibited.
- When in doubt, ask your manager or compliance@cloudpay.net before offering or accepting gifts or hospitality.

By handling gifts and hospitality responsibly, we maintain trust, transparency, and fairness in all business relationships.

Conflicts of Interest

We are expected to act in the best interests of the company and make decisions based on fairness, integrity, and sound judgment. A conflict of interest arises when personal interests, relationships, or outside activities could improperly influence, or appear to influence, our professional responsibilities.



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Our commitments include:

- Transparency: We disclose any actual or potential conflicts promptly.
- Impartiality: Business decisions must be based on merit, not personal gain or favoritism.
- Avoiding Improper Influence: Personal, financial, or family interests should never interfere with company responsibilities.

What this means for you:

- Be alert to situations where personal interests may conflict with professional responsibilities.
- Disclose any actual or potential conflicts to your manager or compliance@cloudpay.net.
- Remove yourself from decisions where a conflict exists or could be perceived.
- Never use company position, assets, or information for personal gain.
- When in doubt, seek guidance before taking action.

By addressing conflicts openly and responsibly, we protect our reputation, maintain trust, and ensure decisions are made in the best interests of the company.

Responsible Supply Chain & Sustainability

We are committed to conducting business in a responsible, ethical, and sustainable manner across our entire supply chain. This means ensuring that the goods and services we purchase are produced with respect for human rights, fair labour practices, and environmental sustainability.

We expect our suppliers and business partners to:

- Respect people by prohibiting child labor, forced labor, unsafe working conditions, and discrimination.
- Protect the planet by reducing waste, emissions, and resource consumption, and by supporting sustainable sourcing practices.
- Act with integrity by upholding ethical business practices, complying with laws, and maintaining transparency in their operations.

What this means for you:

As employees, each of us plays a role in upholding our commitment to a responsible and sustainable supply chain. This includes:

- Making informed choices: When selecting suppliers, contractors, or service providers, consider not just cost and quality, but also ethical, environmental, and social standards.



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- Raising concerns: If you become aware of a supplier or partner engaging in unsafe, unfair, or unethical practices, report it to compliance@cloudpay.net
- Collaborating responsibly: Treat suppliers and partners with fairness and respect, avoiding conflicts of interest or favoritism in decision making.
- Leading by example: Demonstrate CloudPay's values in interactions with external partners, showing that responsibility and sustainability are at the core of how we do business

Environment

We are committed to minimising our environmental footprint and promoting sustainable practices in everything we do. Protecting the planet is essential for the wellbeing of current and future generations, and each of us has a role to play.

Our commitments include:

- Compliance: Following all environmental laws, regulations, and industry standards and reporting requirements.
- Sustainable Practices: Reducing waste, conserving energy and water, and choosing materials and suppliers with lower environmental impact.
- Climate Responsibility: Taking action to reduce greenhouse gas emissions and supporting initiatives that contribute to a low-carbon future.
- Innovation: Encouraging solutions that promote recycling, circular economy practices, and sustainable product design.

What this means for you:

- Use resources (electricity, water, materials) responsibly in your daily work.
- Avoid unnecessary waste and recycle whenever possible.
- Consider environmental impact when making business decisions, including travel and procurement.
- Support company initiatives on sustainability and suggest improvements where you see opportunities.
- Report practices or incidents that may harm the environment.



The High-Performance Payroll People

Together, we can make responsible choices that protect our planet and contribute to a more sustainable future.



ABOUT CLOUDPAY

CloudPay is focused on a single purpose – to deliver industry-leading solutions spanning payroll, payments and pay on-demand.

We provide truly global payroll, digitized, automated and unified, on one cloud-based platform.

With a proud heritage of 25+ years, we serve over 2,000 companies globally in 130+ countries handling \$24bn+ of payments in 110+ currencies. CloudPay's high performance solutions empower payroll teams to pay their global workforce with outstanding accuracy and minimal risk, more efficiently than ever before.

We add the industry's most supportive and knowledgeable payroll experts to create a class-leading fully-managed service.

Together, that's High-Performance Payroll,

CONTACT US

Should you need to get in touch with CloudPay, please send an email to enquiries@cloudpay.com