

Correcting Multi-Province Payroll Errors After Provider Misclassification

The Client

A cosmetics and personal care manufacturing and retail company with 85 employees across Ontario, British Columbia, and Quebec.



Challenges

As the organization expanded across multiple provinces, increasing payroll complexity created compliance and operational risks.

- › Employees in British Columbia were incorrectly classified under Ontario for workers' compensation purposes.
- › Workers' compensation premiums and payroll remittances were submitted to the wrong provincial agencies.
- › Employer Health Tax allocations required reassessment due to cross-provincial payroll inaccuracies.
- › Limited visibility and unclear ownership from the payroll provider delayed issue resolution and increased ongoing compliance exposure.

Solution

VensureHR partnered with the organization to remediate payroll inaccuracies and establish stronger multi-province payroll controls.

- › Conducted a comprehensive review of payroll practices across all provinces.
- › Reclassified employees based on work location and provincial jurisdiction requirements.
- › Corrected payroll calculations, remittances, workers' compensation premiums, and employer tax obligations.
- › Supported historical filing reviews and refiling efforts with the appropriate provincial authorities.
- › Implemented province-specific payroll controls and validation processes to prevent future jurisdictional misclassification.
- › Provided ongoing oversight through a dedicated Canadian payroll and compliance team.

Results

The organization stabilized payroll operations and strengthened compliance oversight across its Canadian workforce.

- › Corrected multi-province payroll errors and remittance inaccuracies
- › Reduced compliance risk across Ontario, British Columbia, and Quebec.
- › Eliminated ongoing administrative rework caused by payroll inaccuracies.
- › Restored operational confidence in outsourced payroll management.

Business Impact

By correcting payroll misclassification issues and implementing province-specific controls, the organization established a more reliable and compliant payroll framework across Canada. The company now operates with improved payroll accuracy, stronger oversight, and reduced regulatory risk as it continues to expand its multi-province workforce.