ROYAL LONDON

Running your workplace pension hints and tips

We've pulled together some hints and tips so you know what to look out for when running your scheme, and to help you comply with your employer duties.

Important: Worker Communications

You'll need to ensure that workers receive their statutory information. First, confirm with your payroll system or provider whether these are issued automatically.

If these are not issued directly by Payroll, you can access templates on The Pensions Regulator **website** and send to your workers.

Add new workers as soon as they become eligible or opt in

You'll need to add new workers as soon as they are assessed as eligible or they opt in. You can do this using the **Add Workers** area on the online service dashboard.

We'll only produce and issue the welcome pack once you've added the new workers, so their opt out window will not be communicated to them until the worker is added to the dashboard.

Keep up to date with your tasks and payroll updates regularly

The **Tasks** and **Payroll Updates** areas of your online service dashboard are there to keep you on track. Tasks will make you aware of opt outs, missing details and certain governance tasks. Payroll Updates confirm the actions required for you carry out.

You should mark your tasks and payroll updates as 'done' as soon as you've completed them.

Submit your monthly contribution amounts and make your payments

You should submit your contribution amounts each month, once you've completed your payroll(s). Once you submit your contribution amounts, we'll collect the contributions using your direct debit.

We need to have received your contributions by the **22nd** of the month, following the month in which the contributions have been processed via payroll.

Tell us about leavers and workers who stop contributions

If any of your workers leave or stop contributing to their plan, don't forget to tell us. You should let us know after their final contribution has been paid and allocated.

You can highlight any leavers by updating each worker's information in the **Workforce** area of your online service dashboard.

Tell us about changes to worker information

It's important that you keep your worker details up to date, such as:

- Name
- Title
- Address
- Email address
- Salary
- National insurance number

You can update these details by uploading an 'updating workers' csv file in the **Workforce** area of your online service dashboard.

Get more done with our Help Centre

Our **Help Centre** brings together a suite of resources to help you manage your scheme, fulfil your employer duties and understand some of the key topics that might impact your workplace pension.

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royallondon.com

We're happy to provide your documents in a different format, such as braille, large print or audio, just ask us when you get in touch.

September 2025

L 14 PD 0019/2