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	<b>Employee Separation Policy</b>		

REVISION HISTORY			
REV	Description of Change	Author	Effective Date
V.:1.0	Employee Separation Policy	Manasi Das	25-July-14
Rev.:1.0	Added a new clause in Notice Period section: <ul style="list-style-type: none"> <li>- Notice Period on the grounds of non-performance</li> <li>- Notice Period while serving the Probationary/Internship/Training period.</li> </ul>	Manasi Das	15-Jan-15

REFERENCE DOCUMENTS	
Document Number	Document Title

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## 1. POLICY STATEMENT:

Employee Separation is the process of ensuring that an employee who quits the organization is allowed to exit in a structured and orderly manner.

Any member leaving the organization is a loss of knowledge and value to CSM. Our attempt will always be to retain our talent and make all necessary efforts to do so. In the event that a team member decides to leave CSM, we should understand their reasons and perspective for leaving in depth.

A detailed exit process is carried out for all team members leaving the organization. This is necessary from a security, financial, administrative, asset management and an information management perspective. The exit process applies to all team members leaving the organization irrespective of their employment type (Permanent/Contractual).

## 2. PURPOSE:

The purpose of this policy is to identify the processes that are necessary at the time an employee is separated from the CSM through resignation or termination.

## 3. SCOPE:

This policy applies to all employees, including Regular and Onsite who are resigning from the company or being terminated from the service.

## 4. REASONS FOR SEPARATION:


Separation of employee can occur due to any of the below mentioned reasons. (The terms and conditions of all the kinds of separations are mentioned in subsequent paragraphs).

- A. Resignation** – Employee decides to leave the organization.
- B. Termination** – Employer decides to break the contract of employment.
- C. Absconding** – Employee decides to leave the organization without tendering his resignation or following the proper process of separation.

### 4.1 Resignation:

Resignation is the most common way of separation, where an employee resigns from his job and employment to pursue better opportunities/position/better compensation package/branded company/location etc.

- 4.1.1 An employee wishing to resign must apply it through Kwantify following the below mentioned steps:

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Manuals and Forms → End of Service → Apply for Resignation.

4.1.2 As per our common approval process, Resignation application must be approved by the Reporting Authority and subsequently granted by the Department Head.

4.1.2.1 RA's approval → Within 48 hrs. of the receipt of the application.

4.1.2.2 HOD's approval → Within 24 hrs. after RA's approval.

4.1.3 **Notice Period:** To enable a smooth transition and minimal impact to KT process and business continuity, Resigned employee has to serve the notice period based on their Grade structure:

GROUP	Grade	Notice Period
JUNIOR (Trainees)	M1-1 to M1-9	30 days
JUNIOR	M1-10 to M4	45 days
MIDDLE	M5 to M7	60 days
SENIOR	M8 to M10	90 days
EXECUTIVE	E1 to E10	90 days

4.1.4 The Notice period commences from the date of approval by the RA.

4.1.5 After acceptance of resignation by HOD, Employee has to proceed for KT process.

4.1.6 **Notice Period on the grounds of non-performance:**

4.1.6.1 Notice Period rules as mentioned in 4.1.3 is not applicable if the employee is under the counselling process due to non-performance.


4.1.6.2 To enable a smooth transition and minimal impact to KT process and business continuity, the Notice period on the grounds of non-performance will be for a maximum period of 7 days.

4.1.6.3 The Notice period commences from the date as intimated by the HR.

4.1.6.4 Employees under the ground of nonperformance shall be remunerated only for the duration of the notice period.

4.1.7 **Notice Period while serving the Probation Period/Training Period:**


4.1.7.1 Notice Period rules as mentioned in 4.1.3 is not applicable if the employee is serving under a Probationary/Internship/Training period.

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- 4.1.7.2 The Notice period shall be decided by the heads of PDU/ICC/Dept, considering the project requirement/deliverables are assigned and completion of KT process.
- 4.1.8 **Withdrawal of Resignation:** During the notice period, if an employee intends to withdraw the resignation, s/he must discuss it with his/her respective RA and apply it through Kwantify as per the mentioned link:
- Manuals and Forms → End of Service → Apply for RL Cancellation.
- However, such withdrawal will only be accepted on the approval of HOD.
- 4.1.9 Resignation cannot be applied and accepted under the mentioned circumstances, if the employee is
- 4.1.9.1 On Tour or deputed at Client Site.
  - 4.1.9.2 Attending training or certification course
  - 4.1.9.3 On leave for more than 15 days other than medical leave.
- 4.1.10 If an employee is under Observation/Counselling/Warning period, resignation may be applied and accepted. However, in that case the notice period would be followed as mentioned in the point no.- 4.1.6 (*"notice period on the grounds of non-performance"*)

## **4.2 Termination:**

- 4.2.1 Termination and layoffs can have many reasons like:
- 4.2.1.1 Non-Performance
  - 4.2.1.2 In-disciplinary act
  - 4.2.1.3 Misconduct/Insubordination
  - 4.2.1.4 End of Contract/Project
  - 4.2.1.5 Downsizing
  - 4.2.1.6 Position elimination
  - 4.2.1.7 Economic layoff
- 4.2.2 In either of the case, the employee should be informed by the HR in proper way via E-mails/face to face discussion.
- 4.2.3 **Notice Period:** The employee should be given a 7 days' Notice period to accomplish the pending assignments and required KT process.

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4.2.4 In case of end of Contract/Project leading to Termination, an employee may have the scope of getting rehired for new projects based on the performance.

#### **4.3 Absconding:**

This is one of the most unethical, unexpected and unprofessional ways to terminate the contract of an employment.

4.3.1 If the employee remains absent for a minimum period of 7 consecutive days, s/he shall be considered as having voluntarily abandoned his/her employment and left the services of the company without due notice with effect from the date of his/her absence.

4.3.2 A termination letter shall be issued by HRD to his/her last known address (email / by post).

4.3.3 Subsequently the respective employee's credentials will be struck off and moved to Ex-Employee database.

4.3.4 Record of absconding employees will be maintained for future references.

### **5. PROCEDURES AND GUIDELINES:**

5.1.1 Employee willing to separate from the company has to apply it through Kwantify. E-Mail communication Or Verbal request will not be accepted.

5.1.2 Notice period needs to be served based on the type of separation.


5.1.3 Notice period can be waived off (reduced/cancelled) on the discretion of the HOD/Management.

5.1.4 During the notice period, the employee will not be entitled to any HR and Administrative clauses like – Leave, Tour etc.

5.1.5 Leave will not be allowed during the notice period. If such employee remains absent during his/her notice period, then the notice period of the employee will be extended by the number of days the employee remains absent or salary for that period can be deducted from the full and final payment given to the employee.

5.1.6 The employee needs to transfer his knowledge to the concerned person within the notice period.

5.1.7 Apart from KT, the employee is required to align the necessary documents at a location under the guidance of Reporting Authority.

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- 5.1.8 If the employee is eligible for any Reimbursements then he/she must submit all the bills and necessary documents to the Finance Department before settling his/her account.
- 5.1.9 If there is any Tax Liability, supporting documentary proofs has to be submitted to the Finance Department (*i.e; 5 to 7 days prior to the completion of the notice period*). Otherwise, it will be deemed that there are no investments/documents and TDS will be calculated and deducted accordingly.
- 5.1.10 The employee has to fill up the EOS (End of Service) form in Kwantify for completing the Relieving formalities (*i.e; 2 days prior to the completion of the notice period*).
- 5.1.11 All the Company records and files are to be properly handed over to the Reporting Authority or Head of Department for smooth exit formalities.
- 5.1.12 All the major Items like Data Card, Laptop etc., have to be returned by the employee leaving the organization to the NSA department at the time of clearance.
- 5.1.13 Mobile Phone, SIM Card, Uniform, ID Cards, Keys of the Drawer are to be returned to the Admin department and the clearance forms are to be signed by the employee.
- 5.1.14 The full and final payment will be processed by the HR department only after getting the approved clearance information from NSA, Admin and Finance.

## 6. GUIDELINES ON EXIT PROCESS:

The exit process basically consists of the amicable handing over of all the assets and the relevant documents in his/her possession to the concerned authority. Following are the respective department's role to be followed:

### 6.1 Role of HR:


- 6.1.1 Once an employee gives his/her resignation HR should forward it to the HoD, NSA, Finance, Admin to take further necessary actions on data security and financial liabilities. (1<sup>st</sup> level information)
- 6.1.2 HR shall discuss with the employee to understand the reasons and identify means to retain the employee.
- 6.1.3 If the root cause is an issue/conflict with the TL/PL/RA/PM/Team/Project, HR needs to discuss the same with the concerned HoD and Manager HR and find out a solution.

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- 6.1.4 In case, there is no possibility of retaining the employee, HR shall discuss with HoD and the exit process should be initiated. Subsequently the resignation acceptance information should forward to NSA, Admin and Finance dept for necessary actions.(Final level information)
- 6.1.5 Need to check the relieving liabilities like – employee bond, notice period etc.
- 6.1.6 Once the resignation is accepted, HR shall ensure the required KT is processed before the relieving.
- 6.1.7 In case of prepone/postpone in relieving date of an employee, information should be forwarded to all the concerned authority.
- 6.1.8 At the end of the notice period, an Exit interview to be conducted with Manager HR.
- 6.1.9 Based on the clearance by HoD, NSA, Finance and Admin, the Relieving letters/experience certificates will be issued on the last working day of the employee.
- 6.1.10 In case of termination/Absconding HR should take immediate action towards the data security and financial liabilities.
- 6.1.11 In case of Absconding, no relieving/experience certificates should be issued to the employee. However, in case of Termination, relieving/experience certificates may be provided at the discretion of the HoD/ Management.
- 6.1.12 Employee's relieving information should be updated in HR MIS and placed in the employee's personnel file for future references.

## **6.2 Role of Reporting Authority:**

- 6.2.1 Once an employee gives his resignation, Reporting Authority (RA) shall first discuss with the employee to know the root cause of resignation before accepting the RL application.
- 6.2.2 After the discussion, RA needs to give feedback to the HoD and suggest on whether to grant the resignation or not.
- 6.2.3 RA needs to ensure that new projects/assignments are not assigned to the employee.
- 6.2.4 RA should also ensure that the employee has accomplished his pending jobs and completed the KT before his/her relieving. Shall check the work related documents are handed over to the concerned person.
- 6.2.5 If there is nothing to complete and proper KT is processed, then RA needs to inform the same to HRD/HoD and relieve the employee as soon as possible.

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6.2.6 While approving the EOS, RA should confirm whether the respective employee's email ID is needed to be blocked or redirected to the other person.

6.2.7 In case the respective employee belongs to Sales/Manager level, the RA must ensure the concerned clients are aware of the separation of the employee in a formal way.

### **6.3 Role of HoD (Head of the Department):**

6.3.1 Based on the RA's feedback, HoD shall grant the Resignation application through Kwantify.

6.3.2 In case of any issues/conflicts, HoD needs to address it with the coordination of HRD.

6.3.3 HoD shall discuss with the RA to ensure that the knowledge of the resigned employee has been properly transferred and completes the relieving formalities.

6.3.4 In case the resigned employee belongs to Sales/Manager level, HoD must ensure the concerned Clients are informed on the separation. Accordingly the phone calls and emails should be routed to the next backup/replaced employee.

### **6.4 Role of NSA:**

6.4.1 During Resignation:

6.4.1.1 Based on the resignation information received from HR, NSA has to restrict the access in Shared folders, Servers and Group emails immediately.

6.4.1.2 If any removable devices (like USB, CD) are activated, it should be restricted immediately.

6.4.1.3 Taking Laptop to home will be restricted

6.4.2 During Notice Period:


6.4.2.1 Nominal access to be provided based on HOD's approval for accomplishing the pending jobs and KT process.

6.4.3 At the time of Relieving:

6.4.3.1 Shall ensure that all the IT Assets provided to the employee during his/her job tenure are received in proper condition.

6.4.3.2 In case of any deviation, an email should be triggered to HRD with all details marking a CC to RA.



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- 6.4.3.3 Domain ID to be deleted.
- 6.4.3.4 Email ID shall be restricted from all Group Emails. Subsequently, Email ID to be blocked and forwarded to the higher authority based on the requirement.
- 6.4.3.5 The respective employee's folder should be removed from the Sharing folder.
- 6.4.3.6 Maintain all the records in NSA EOS Sheet.

## **6.5 Role of Finance:**


- 6.5.1 Track the financial liabilities like Advance/settlement of Tour and process the relieving formalities.
- 6.5.2 In case of any outstanding towards Advance/settlement, an email will be triggered to HRD with all details marking a CC to RA and further the outstanding can be adjusted from the salary.
- 6.5.3 Needs to provide the clearance

## **6.6 Role of Administration:**

- 6.6.1 Administration personnel shall ensure that the assets and equipments used by employee should be submitted in proper manner.
- 6.6.2 In case of any issues, an email will be triggered to HRD with all details marking a CC to RA for further action.

## **7. CALCULATION AND PROCESSING OF SALARY:**

- 7.1 Employee is eligible to get the full salary during the notice period based on the Attendance record.
- 7.2 The Salary should not be disbursed unless the pending dues are cleared by the employee like Salary Advance, Tour advance, Petty Cash advance and Employee bond security amount, etc.
- 7.3 Salary may be deducted in case of loss of company property like Access ID Card, Mobile phone, USB, SIM Card, Pen drive, Laptop etc.
- 7.4 The Salary should not be disbursed in case the employee is absconding.
- 7.5 In case of Termination, salary may or may not be provided at the discretion of the HOD/Management.

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7.6 If the required documents related to Tax are not submitted TDS will be calculated and deducted accordingly from salary.

7.7 The full and final payment will be processed by the HR department only after getting the clearance from NSA, Admin, Finance and respective RA.

**Note:** As an employee whenever you decide to leave the company, do it in a more professional and acceptable manner.

Finally, it's a request not to indulge in clandestine, nefarious and unscrupulous activities with the existing employees of the organization, after you leave. This may lead the HR to take austerity measures against you, which might have a negative impact on your career graph.

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