

**Applicability:** All Employees

Reviewed By      Corporate HR

Recommended By      CHRO

Approved By      CEO

<b>Key area: Employee Separation</b>	<b>Policy Title: Employee Separation Policy</b>
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**1. Objective:**

The intent is to define the different modes of separation of employees from the Company's service and lay down the criteria for cessation of service of employees under different circumstances and the procedure to be followed before separation.

**2. Scope:**

This policy shall apply to all employees

**3. Practices:**

An employee's services may come to an end in the following eventualities:

**3.1. Resignation:**

1. An employee resigning from the service is required to give requisite notice as per the notice period mentioned in the terms of the Appointment Letter.
2. Notice Period (NP) is the mandatory period that an employee is expected to serve the company after her/his formal resignation. All resigned employees are required to serve NP as per the prevailing Notice Period policy.
3. For any employee moving to a higher grade, the current notice period policy will supersede point no.1 mentioned above.
4. Resignation shall become effective when it is accepted by reporting manager/ E+1. The right to ask the separating employee to complete the notice period service, or to accept Notice Pay in lieu thereof, will be at the sole discretion of the management, based on the need of business continuity.
5. Employee serving notice period are not eligible for any kind of leave. In case employee avails any leave during notice period then, the notice period gets extended to the extent of approved leave/s, availed by employee.

- **Acceptance of Resignation**

E+1 is authorized to accept resignation in consultation with the Department head/ LOS head.

**•Exit interview Process.**

1. Exit interviews are carried out for all employees who resign from company's services.
2. Exit Interview are to be held at respective location by the local HR
3. Table below indicate the exit interview matrix

<b>Employee Grade Category</b>	<b>Interviewing level</b>
Up to E/D03	Local HR
E/D04-E/D05	Manager HR
E/D06-E/D08	AGM HR
E/D09 and above	Global Head HR

In exceptional cases resigned employees may be called to the corporate office to meet the top management for the exit interview.

To make process more effective, it is important to meet the concerned employee immediately on getting information about the employee's intention to leave or on receipt of resignation letter, so that, appropriate counseling intervention can take place at the earliest possible to improve our chances of retaining such employees.

**•Employee Retention discussion process:**

E+1 in consultation with Department head and LOS head should discuss with employee and then HR should initiate the discussion based on recommendation of business.

**3.2. Termination in terms of contract of services:**

Subject to the terms of appointment, the services of a fresh recruit engaged on probation/ confirmation, employee can be terminated without assigning any reason & can be separated after meeting the notice criteria.

An employee confirmed in the services can be terminated by giving requisite notices as per the company policy. The right of asking the separating employee to complete the Notice period service, or to accept Notice Pay in lieu thereof, will be at the sole discretion of the management, based on the need of business continuity.

LOS Head in concurrence of HR Head are competent to terminate the services of employee up to grade E/D 12.

**3.3. Retirement on reaching the age of superannuation:**

- As per the company's policy an employee retires on superannuation after reaching the age of 60 years.
- Advance notice of retirement before 6 months is issued to such retirees and their E+1 to plan his/her retirement.
- All dues and settlement should be settled within months' time from retirement date; provided concerned employee obtain all clearances.

**3.4. Termination from services as a result of disciplinary action:**

- Head HR is competent to terminate the services of employee based on recommendation of disciplinary committee.
- Disciplinary committee should follow the principle of natural justice before recommending dismissal from service.

**3.5. Voluntary abandonment of services owing to long unauthorised absence/on unauthorised overstay of sanctioned leave:**

Any employee that separates on the above mentioned grounds would be considered as "Absconding" and would not be eligible for any Service Certificate and settlement of dues.

**3.6. Death:**

Pay and allowances of an employee may be drawn in his/her favor up to the day of his demise, the hour at which it takes place having no effect on the claim.

**4. Clearance Procedure:**

- E+1 decides a person to take over from the resigned employee in all aspects of work being handled by him/her. The resigned employee shall not be released from the services of the company unless he/she has handed over all aspects of his/her work.
- Local HR shall raise the Clearance Certificate on PULSE a week before the approved Last Working Day (LWD). The employee during this period shall be responsible to ensure that the clearance is obtained from the concerned departments.
- The employee is required to submit all the documents relating to proof of investments and bills towards flexible allowance claim, if applicable to the Payroll Team.
- The employee is required to return all the Company's assets such as Laptop and any hardware/ Software, as applicable, to obtain clearance from IT Operations. The employee is also required to return his ID card, company mobile phone, SEEPZ pass, keys etc., as applicable, to obtain clearance from the Administration Department.

## **5. Full & Final Settlement**

- After closure of Clearance Certificate HR shall process the full and final settlement. This amount shall include any unpaid salary, flexible salary reimbursements, leave encashment to a maximum of 45 days, LTA, Gratuity etc., as applicable.
- Variable incentives shall be paid to the concerned employee provided the employee is on the rolls of the company for a minimum of one month from the quarter ending. This amount shall be credited either with the Full and Final settlement or along with the company wide incentive disbursement.

## **6. Service Certificates:**

- **Resignation Acceptance Letter** – HR will issue the resignation acceptance letter to resigned employee post acceptance of resignation by his/her E+1.
- **Relieving Letter & Experience Letter** – HR will issue the Relieving and Experience letter only after completion of final clearance formalities and Full and Final Settlement.

## **7. General:**

- This policy outlines the spirit behind the company's approach in bringing absolute transparency in communications as regards its policies. Therefore, personnel covered by this policy are expected to respect the rules and standard procedures governing this policy. Where circumstances are abnormal or situations not anticipated or defined in this policy arise, such matters should be referred to the HR Department for resolution in a matter that is consistent with the whole aim and spirit of this policy.
- Deviation to this policy in any form will not be entertained and will be viewed seriously.
- This policy supersedes all other policies, procedures and practices prevalent on this subject till date. The company reserves the right to add to, alter to, amend or cancel this policy at its discretion.

<b>Grade Category</b>	<b>Approver 1</b>	<b>Approver 2</b>
Upto E/S04 & Part-time, Temporary & Apprentices	Department Head	ASST. VP HR
E/S05- E/S07	Department Head	ASST. VP HR
E/S08- E/S10	LOS Head	CHRO
E/S11 & above	LOS Head	CHRO & CEO

### **Important Points for Resigned Employees:**

- Resigned employees are not eligible to avail any leaves during the notice period except in case of emergencies.
- In case employee avails any leave during notice period then, the notice period gets extended to the extent approved leave, availed by employee.
- In the case of grade change during Annual Appraisal, the Notice Period shall be applicable as per the revised grade, mentioned in the grid mentioned in **Guidelines** (Sl. No.4)
- Client site PS employees and Temporary employees will be governed by the Notice period clauses mentioned in their Appointment Letter.
- Apprentice shall be governed by the terms and conditions of the apprenticeship / offer letter.

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