



Sunera Technologies HR – Employee Separation Policy

Version - 4.1

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November 01, 2021	Naresh Gadde	Version 4.0	Updated Termination of an employee working from home/remote location, Retirement, Full and Final settlement.
February 16, 2022	Naresh Gadde	Version 4.1	Updated “11. Company Assets/ Return of Property /No-Dues” by adding penalty charges for delayed submission of assets

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Employee Separation Policy

1. Policy Statement

The Policy streamlines the separation of an employee from all the services of the Company, in the event of a resignation or termination of employment. The process commences from initiation of separation and includes methodologies related to knowledge transfer, work transition, handover of tasks, documentation of work processes and succession plans, without jeopardizing the work environment while retaining seamless delivery to customers and other stakeholders.

2. Objective

The Policy aims to facilitate the smooth separation of an employee from the Company's services and create a positive atmosphere for new employees who replace them. The policy also aims to provide exiting employees a mutually beneficial experience, to enable their return to the Company in the future.

3. Scope

The Policy applies to all employees of the Company, permanent, probationers, trainees, interns, full-time and part-time employees, including contractual employees of the Company, intending to separate whether voluntarily or involuntarily, from the services of STPL.

It is the responsibility of all stakeholders in the separation process, be it the employee, manager, HR, Finance, L&D, Facilities, IT and others to follow without exception the instructions laid down in the Employee Separation Policy. The manager and HRBP are expected to encourage discussions with a separating employee, take appropriate decisions on the employee's resignation, and ensure retention of the best talent. It is also expected that they take cognizance of work-related concerns before relieving an employee. The employee is expected to facilitate smooth transition of roles and responsibilities to the succeeding employee, complete handover of IT assets, Company property, on or before the last working date.

Types Of Separation	
Voluntary	Involuntary
<ul style="list-style-type: none">• Resignation• Retirement• End of contract	<ul style="list-style-type: none">• Due to low/non-performance• Consequent to disciplinary action• Consequent to job abandonment/absence• Consequent to other reasons.• Terminate a remote employee.

4. Resignation

Resignation would mean permanent separation from employment that the employee initiates. An employee can resign from the Company's services for their own reasons. No employee is entitled to leave or discontinue their service with the employer without prior notice in writing, defining their reason for discontinuing the service.

PROCESS

1. The resignation letter should be submitted via email to the Reporting Manager/Delivery Head.
2. The notice period of the separating employee begins from the date of resignation subject to acceptance of his/her resignation by Reporting Manager/Delivery Head.
3. Acceptance of resignation must be within Seven (7) working days from the date of receipt of the resignation notice or may be discretion to HRBP.
4. If an employee does not receive any communication on his/her resignation from the Reporting Manager, the resignation email may be forwarded to the Delivery Head, copying the CHRO and the HR-BP at separation@suneratech.com.

5. Notice Period

The notice period will begin after the resignation is submitted to the Reporting Manager/Delivery Head. An employee should complete his/her notice period for the duration outlined in the appointment letter. In case of any exception to the employee's notice period, the Reporting Manager/Delivery Head is authorized to approve the request. The Management reserves the right to accept or reject the employee's resignation. However, the employee is free from liability to serve the Company after completing the stipulated notice period.

On receiving the resignation letter from an employee, the Reporting Manager/Delivery Head must give his/her remarks and forward the same to the HR-BP. In addition, HR-BP should notify the employee about the Management's decision on his/her resignation.

With mutual consent, the employee may:

1. decide to retain employment. In that case, she/he will have to withdraw their resignation in writing, post consulting HR-BP for guidance.
2. choose to continue with the resignation. In that case, the employer is required to acknowledge the resignation.

Depending on the pendency / exigencies of work entrusted to the Employee, the Employer has the discretion to request the employee to serve the complete notice period in order to effectively replace their services with an alternative resource or ensure the completion of the duties entrusted to the employee.

The Employer may request the separating employee to extend his/her notice period if the transition/handling over process is incomplete. Employees shall receive compensation for the extended period until the last working day. Pay and allowances for the unserved notice period should be recovered from the employee's Full and Final Settlement account if no waiver is granted. The last drawn monthly Gross Salary of the employee shall be taken as the basis for all calculations related to the notice period payment/recovery.

The Company is liable to pay an employee during his/her notice period (as per appointment terms) if

he/she is terminated for retrenchment. However, the Company is not liable to pay if an employee is terminated on disciplinary grounds or theft/ damage to company property, forgery, sexual harassment, absconding, or misconduct.

An employee is not eligible to take day-offs during the notice period. However, in case of exigency, with the approval of the Reporting Manager, the leaves can be considered 'Leave on Loss of Pay,' and the notice period shall be extended.

6. Retirement

Employees must retire from their services on attaining the age of 60 years. On reaching the age, an employee automatically retires from his/her services from the Company. Continuity of service exceptions are allowed only under certain business requirements and on HR-BP approval. It remains the prerogative of the Company, to extend services beyond the age of superannuation with the consent of the employee.

7. End of Contract

In the case of a contractual agreement, the service shall end on the date mentioned in the contract unless renewal or extension of the contract is done in writing. The contract period may be extended subject to work assignment and mutually agreed terms.

1. The mutual notice period for the termination of employment prior to the contract end date, will be thirty (30) days. The company has the sole discretion to accept termination of the contract ahead of the desired end period.
2. In the case of contract renewal, the process shall begin thirty (30) days before the end of the contract.
3. The Reporting Manager of the employee shall provide performance feedback/recommendations to renew or extend the contract.
4. The employer shall approve the extension/termination of the contract based on the Reporting Manager's feedback.
5. HR Department shall issue a Contract Renewal/Contract Completion letter to the employee based on the Reporting Manager's approval.

8. Termination

The Company, at its discretion, may terminate the services of an employee on grounds of breach of employment terms, theft/damage to the Company property, forgery, misappropriation of Company funds, sexual harassment, abscondence from work, continued poor performance, absenteeism, or any action deemed as misconduct by the Management.

1. Subject to the provisions of the Company rules and regulations, STPL may terminate the services of any employee if their service is not in the interest of the Company.
2. The termination of employee services can be exercised based on their respective Reporting Manager's feedback/approval.
3. In all cases of termination, after considering the case carefully, adequate documentation is prepared before deciding on terminating an employee. A HR representative must review the documentation to ensure that it is complete before progressing with the employment termination process.

The termination of employee services shall be exercised under the following circumstances:

8.1 Termination on account of Unsatisfactory Performance

Separations on account of underperformance are initiated when an employee is unable to meet the minimum performance standards. Prior to separating an employee on account of underperformance, the concerned person is placed on a Performance Improvement Plan (PIP), given a written warning at least once and notice period shall be taken into consideration from the day 1 of PIP.

8.2 Termination consequent to Disciplinary Action

Separations consequent to Disciplinary Action are initiated when there is a conflict of interest between the Company and the individual on the grounds of valid facts. The company, at its discretion, may impose

any punishment or dismiss the employee without notice or pay in lieu of, if his/her explanation seems unsatisfactory and unconvincing.

8.3 Termination consequent to Job Abandonment/Absence

Termination of services consequent to Job Abandonment is initiated when an employee continues to be on unauthorized absence from work, for five (5) days or more without any intimation to the concerned Reporting Manager or HR-BP.

If the Reporting Manager observes unauthorized absence, she/he will attempt to contact the employee on the telephone or over email to ascertain the cause of absence. HR-BP will attempt to communicate within the next two (2) working days by all available means, telephone, communication to a personal email ID, and communication to the emergency contact person to inquire about the employee's health and whereabouts.

1. In the event an employee leaves the company without prior intimation and formal resignation, it shall be construed as 'Absconding.'
2. If an employee does not report to work at least five (5) working days after completion of approved leave days and has also not informed the concerned Reporting Manager or the HR department about the leave extension, he/she may be considered as absconding from services.
3. If the employee does not resume service, a show-cause notice is issued to the employee after five (5) days of unauthorized leave.
4. If the employee fails to resume service even after the show-cause notice, s/he is issued an Employee Dismissal letter, and the Reporting Manager is informed about the termination.
5. HR shall withhold any salary due to the employee and instruct the Finance Department to stop all financial transactions to the employee immediately.
6. If the employee reports to the office within five (5) working days, he/she will have to provide documented evidence justifying the reason for absconding from work. In consultation with the Department Head/Reporting Manager and HR-BP, the Reporting Head shall review the employee's performance over the past three (3) months and the justification submitted by the employee. Following the review, the Reporting Head shall decide the penalty to be imposed on the employee based on the case's merits. It may also be decided to continue employment without penalties, based on the case's merits.
7. No salary shall be paid to the employee for the period he/she remains absconding.
8. An absconding employee will not be eligible for any advance for the next six (6) months from the date of resuming service.

8.4 Termination of an employee working from home/remote location

1. Most HR professionals agree in-person terminations are preferred. However, with the number of remote and global employees on the rise, in-person terminations are not always feasible.
2. In certain cases when immediate action is necessary, termination by videoconferencing or phone may be an option exercised for employees in remote work scenarios. All formalities will be done through telephone or email.

9. Untimely Demise, Permanent Disability, or Permanent Partial Disability, Death of Employee

1. In the event of untimely demise or permanent total or partial disability of an employee that adversely impacts his/her ability to perform duties per the employment terms, the separation process shall be initiated.
2. A termination due to the death of an employee will be made effective the date of death.
3. Upon receiving notification of the death of an employee, the employee's manager should immediately notify HR-BP.
4. The benefits administrator will process all appropriate beneficiary payments from the various benefits plans.
5. The employee's manager should ensure that the payroll office receives the deceased employee's timesheets.

10. Involuntary Separation

1. Involuntary Resignation is when an employee is terminated by the Company due to reasons attributed to low performance by the employee, changes in organization structure, work allocation and business demands.
2. The employee is permitted to submit a resignation letter seeking separation from employment.
3. All opportunities provided to the employee and records of his/her underperformance shall be documented to prevent any undesirable situation that may arise if the employee challenges the involuntary separation.
4. All processes as outlined in the Termination Policy shall be followed with one exception. The employee shall receive a relieving letter that does not propose any negative comment about the employee's performance.
5. No notice period compensation is paid to the employee for the termination period and all the benefits shall be ceased.

11. Company Assets/ Return of Property /No-Dues

1. Employees must return all Company property at the time of separation, including laptops, monitors, removable storage devices, company cell phones, keys, and identification cards and pictures of the assets holding by the employee shall be sent to separation@suneratech.com prior to the handover.
2. If an employee is unable to come into the office to collect all their personal documents and return the company's assets, they may then coordinate with HR and courier the company's assets by special speed post to the address provided by HR.
3. Failure to return all company assets is a violation of Company policy and failure to comply with our request will result in civil and criminal action.
4. Associate is requested to submit the Company assets (Laptops, monitors, removable storage devices, company cell phones, keys, and identification cards) as a part of Separation Clearance within 7(Seven) days from the date of exit. If there is any delay in submission of Company assets beyond 7(Seven) days, penalty of INR 100/- is charged for each day from the date of exit and is deducted from full and final settlement.
5. Sunera Technologies has a zero-tolerance policy and any remaining compensation that has not been paid will also be withheld.
6. Failure to return the Company assets or in case of any damage, may result in deductions from the employee's final settlement pay where state law allows. Where applicable, an employee will be required to sign a wage deduction authorization to deduct the costs of such items from the final settlement pay.
7. On returning all the company's assets, the leaving employee may collect all their personal documents, certificates and necessary clearance letters.
 - a. FnF statement and Remittance
 - b. Experience letter
 - c. EPF Transfers
 - d. Payment of Gratuity, if eligible
8. An Employee Exit Checklist Form is required for every separating employee to ensure the return of all company owned assets such as Laptop/desktop, Phone, access cards etc. And salary advances have been cleared prior to the issuance of final separation pay.
9. Employees who resign or retire will be provided their final separation payment on the next scheduled payroll cycle. for example: if an employee separates by the end of July, the full & final settlement will be processed on September 15 or the next working day.
10. The employee whose relieving falls on or before 10th of the month, his/her previous salary will be released on 15th or on the next working day in the same month subjected to IT clearance.

12. Relieving Clearance

1. Every employee separating from the Company should submit all relevant Relieving Clearances as stated in the policy. (Annexure: Relieving Clearance Form from Reporting Manager, L&D, Finance, Facilities, IT and HR).
2. The employee should submit internal and customer timesheets till their Last Working Day for Reporting Manager approval and employee has to ensure that his/her internal and customer

timesheets are approved for payroll to process, else salary will not be processed for unapproved days of timesheets.

3. Submission of Relieving Clearance Form (RCF) is mandatory for all employees at STPL to process their Full and Final Settlement.
4. The separating employee is obliged to collect relevant clearances from all departments and submit those to HR before their last working date.
5. HR should accept only a completed and duly signed Relieving Clearance Form.
6. A separating employee is also expected to complete the Employee Exit survey sent by HR and attend the Exit Interview.
7. An employee's Full and Final Settlement must be processed only after receiving the complete and duly signed Relieving Clearance Form (RCF) and Full and Final Statement.

13. Exit Interview

1. An exit interview shall be conducted after all efforts of the Delivery Head/ Reporting Manager fail to counsel/retain the employee. HR-BP shall conduct the exit interview over the MS-Teams or a phone call and note the employee responses in the prescribed exit interview form.
2. An exit interview shall be conducted irrespective of the mode of separation. The interview shall be cordial and confidential to ensure fair responses from the existing employee.
3. The feedback of a separating employee helps in building robust systems for the Company. Hence, it is advised to conduct an exit interview for all separating employees other than contract consultants before /on their last working day.
4. HR-BP must initiate and conduct the exit interview process for each outgoing employee other than the contract consultants.
5. The outgoing employee shall fill the exit interview form HR-BP and go through an exit interview with HR-BP on his/her last working day.
6. An employee attending an exit interview is assured that all information must be kept confidential unless necessary to carry out investigations leading to disciplinary action against an individual.
7. When an employee resigns while he/ she is absent from work, the exit interview is conducted over a telephone call. Otherwise, an exit interview questionnaire form is sent to the employee that he/she must duly fill and submit to HR-BP.
8. An employee's exit interview form should be secured in his/her personal file for future reference and shall be used for improving the Company's work practices.

14. Full & Final Settlement

The Full and Final Settlement of an employee shall be calculated by considering the below components and shall be sent to the employee for signature as an acceptance through ZOHO(digital signing application) to his/her personal mail id as per HR records by 10th of the following exit month.

The following inputs/components should be considered for calculating an employee's Full and Final Settlement. All components should be calculated up to the last working date of the employee.

1. Earnings:
 - a. Unpaid Salary of the exit month
 - b. Payment during the Notice Period, if the Company terminates the employee
 - c. The On Goal Performance Bonus (OGPB)/Incentives
 - d. Shift allowances or on-call allowances, if any
 - e. Gratuity, if an employee completes five (5) years of continuous service in the Company
 - f. Unpaid Leave Travel Allowance (LTA), if any
 - g. Medical Insurance top-up shall be reimbursed on pro-rata basis based on Insurance Policy
 - h. Any other annual payment as stated in the appointment letter
 - i. Leave Encashment (Employee has to complete 240 days of continuity service from date of Joining to date of Exit)- Refer Leave Policy.

2. Deductions:
 - a. PF contribution
 - b. ESI contribution, if applicable
 - c. Loss of Pay during Notice Period, if the waiver request is not approved
 - d. Advance/loan recovery, if any
 - e. Income tax calculation on a pro-rata basis
 - f. Mobile bill amount over the employee's eligibility limit, if any
 - g. Book Value of any Company asset not returned by the employee at the time of exiting the Company
3. On Goal Performance Bonus (OGPB)/Incentives:

An employee should be active on Company's payroll to be eligible to receive 'OGPB/Incentive'. Employees who have resigned or are serving the notice period are not entitled to such payments, irrespective of their length of service in the organization.
4. Gratuity:

Employees who complete a minimum of five (5) years of continuous service are entitled to gratuity payment at the time of separation. The Payment of Gratuity Act published by the Government shall be followed towards processing this payment.

15. Relieving Communication

All communication pertaining to the relieving of an employee shall be exchanged only to the personal email ID of the employee.

1. Every internal communication pertaining to the relieving of an employee shall be communicated to the respective departments via separation@suneratech.com
2. An employee is issued a relieving letter and an experience/service certificate after completing all exit formalities.
3. The existing employee must repay all dues and return all company assets in workable condition.
4. A duplicate copy of the relieving letter and the experience/service certificate duly acknowledged by the employee is filed in the employee's personal file.
5. A separation note based on the exit interview is prepared by HR-BP. It is a confidential document and is only shared with the Company's top management.
6. On the last working day of the separating employee, HR shall raise an exit ticket in the EP Portal, where the IT team shall remove employee credentials from relevant projects, repositories, emails, DLs, biometric devices, etc. In exceptional cases, if the separated employee must have continued access to Company servers, files, records, or databases, the same must be approved in writing by the Reporting Manager with a copy submitted to HR.
7. Exiting employees should refrain from sending mass farewell emails to other employees of the Company.
8. During/post the separation, the employee must not make negative comments about the organization and its members.

16. List of Activities to be performed to enable the FnF settlement:

1. Need to obtain the clearances from Reporting Manager, L&D, Finance, Facilities, IT and HR over an email by attaching the Relieving Clearance Form (RCF) which is duly signed by the employee.
2. Share the Reporting Manager Clearance-Knowledge Transfer (KT) in the prescribed format.
3. Submit internal Timesheets and Customer approved timesheets.
4. Submit the Exit Interview feedback form.
5. Download Payslips & Form 16 from the portals prior to your last working day.

Upon performing all the above listed activities, HR Department shall share the following documents:

1. Relieving Letter & Experience Letter-soft copies.
2. Tax Statements Part -A, Part – B (if applicable) for the current year.
3. FnF Statement shall be shared through ZOHO (digital signing Application) which enables the payment process post signed by the employee.

4. EPF Transfer guidelines, approvals.

17. Related Annexures

1. Relieving Clearance Form (RCF)
2. Exit Interview Form

18. Exceptions

The Company reserves the right to amend, abrogate, modify, and/or revise any or all of the regulations defined in the Policy, depending upon business exigencies.

The terms of this policy may vary with any agreement reached between the Company and the prospective Joiner. Such variations as part of the recruitment policy will be granted at the discretion of the Managing Director. Any exception to the Policy must be approved by the Managing Director of the Company.

19. Disclaimer

STPL reserves the right in its absolute discretion to modify/edit/abolish the Policy at any time or to alter its terms and conditions. Such discretion may be exercised any time before, during, or after the Policy year is completed.

20. Acronyms

RCF	Relieving Clearance Form
OGPB	On Goal Performance Bonus
FnF Statement	Full and Final Statement
LTA	Unpaid Leave Travel Allowance
STPL	Sunera Technologies Private Limited

21. Roles and Responsibility

Role	Responsibility & Authority
CHRO	Chief Human Resources Officer
Reporting Manager/ Deliver Head	Reporting Manager/ Deliver Head accepts the resignation, reports the Absconding associates to HR-BP.

Employee Separation Policy

Version 4.1, February 16th, 2021

HR-BP (HR-Business Partner)	HR-BP is involved in retention discussion, Confirming the Last working Day to the associate, Exit Interview, attempts to communicate with the Absconding associate.
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Sunera Labs

AUTOMATE | MIGRATE | INNOVATE



AMERICAS | ASIA | EUROPE

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