TERMINATION MANAGEMENT – V4

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<div style="background:black;color:white">CONTENTS</div>

A Desktop Procedure (DTP) is a document consisting of step-by-step information on what documents are required to process Termination.

The details in DTP standardize the process and provide step-by-step instructions that enable anyone within the operation to perform the task in a consistent manner. The DTP document serves as an instructional resource that allows employees to act without asking for directions, reassurance, or guidance.

1. PROCESS OVERVIEW

Purpose & Scope

Purpose:	The purpose of this document is to provide a standard procedure on the Termination process that is applicable to all the countries in scope for NewCo. The Termination process include the steps on how to initiate Termination, review, validate, approval of request and notification to 3rd parties as applicable.
Scope:	The Termination process covers the following: 1. Voluntary Termination initiated by Manager 2. Involuntary Termination initiated by Manager or HRBP 3. Termination due to death initiated by HRBP
Process Linkages:	TBD
Frequency:	On request

2. DEFINITIONS

The table include "Acronyms" and key process terms – definition of key functional concepts and SuccessFactors fields (if applicable) integral to execution of process.

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Process Acronyms	Description

Process Terms	Description
Voluntary Termination	Refers to an employee's decision to leave a job on their own accord.
Involuntary Termination	Refers to when an employee is let go because of a business decision that is outside of the employee's control.

3. ACCENTURE CONTROLS

A. TRADE COMPLIANCE CONTROLS

Control No. per Control Document	Control Description	Control Objective
Segregation of Duties	Individual access/processing roles to systems is segregated for Vendor Master Data (VMD), invoice processing and payment processes	
Accenture Policy# 1254	As per Accenture policy, Accenture users are not allowed to manage (without confirmation from Trade Compliance Team) any cases from the embargoed countries list hence the following controls will apply: ❑ **Preventive** check is in place to ensure that no **vendors/customers/employees** in "yellow" countries are managed without screening report, and that no activities have been performed in relation to Prohibited Countries (red). At receiving the documents Accenture users will check that vendor/customer/employee is not located in any of the Prohibited countries (red) or will request screening in case they are in any of the "yellow" countries. In order to perform the screening Accenture user will raise a request at following link: https://ts.accenture.com/sites/Global%20Export%20Compliance	Embargoed means limiting or banning export or import, creating quotas for quantity, imposing special tolls, taxes, banning freight or transport vehicles, freezing or seizing freights, assets, bank accounts

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%20Team/Denied%20Parties%20Screening%20Information/def
ault.aspx
After trading compliance will have screened the involved parties
Accenture user will take necessary action (either proceed with
activity or inform about the case and take no further action on
it).

❑ **Detective periodic check** is in place to ensure that no
transactions have been performed that involve Prohibited
Countries and that screening has been completed with respect
to "yellow" countries.
Accenture users will verify within the monthly volumes reports
that no document has been handled for the prohibited countries
by Accenture users nor any documents have been managed for
the "yellow" countries without prior screening available.

In case any document is received for a Prohibited country (red)
Accenture user will notify and take no further action regarding it.

Prohibited country name	Restricted Country Name
Crimea	Belarus
Cuba	Burma or Myanmar
Iran	Congo (Rep. Democratic)
North Korea	Iraq
North Sudan	Libya
Syria	Russian Fed.
	Somalia
	South Sudan
	Ukraine
	Venezuela
	Zimbabwe

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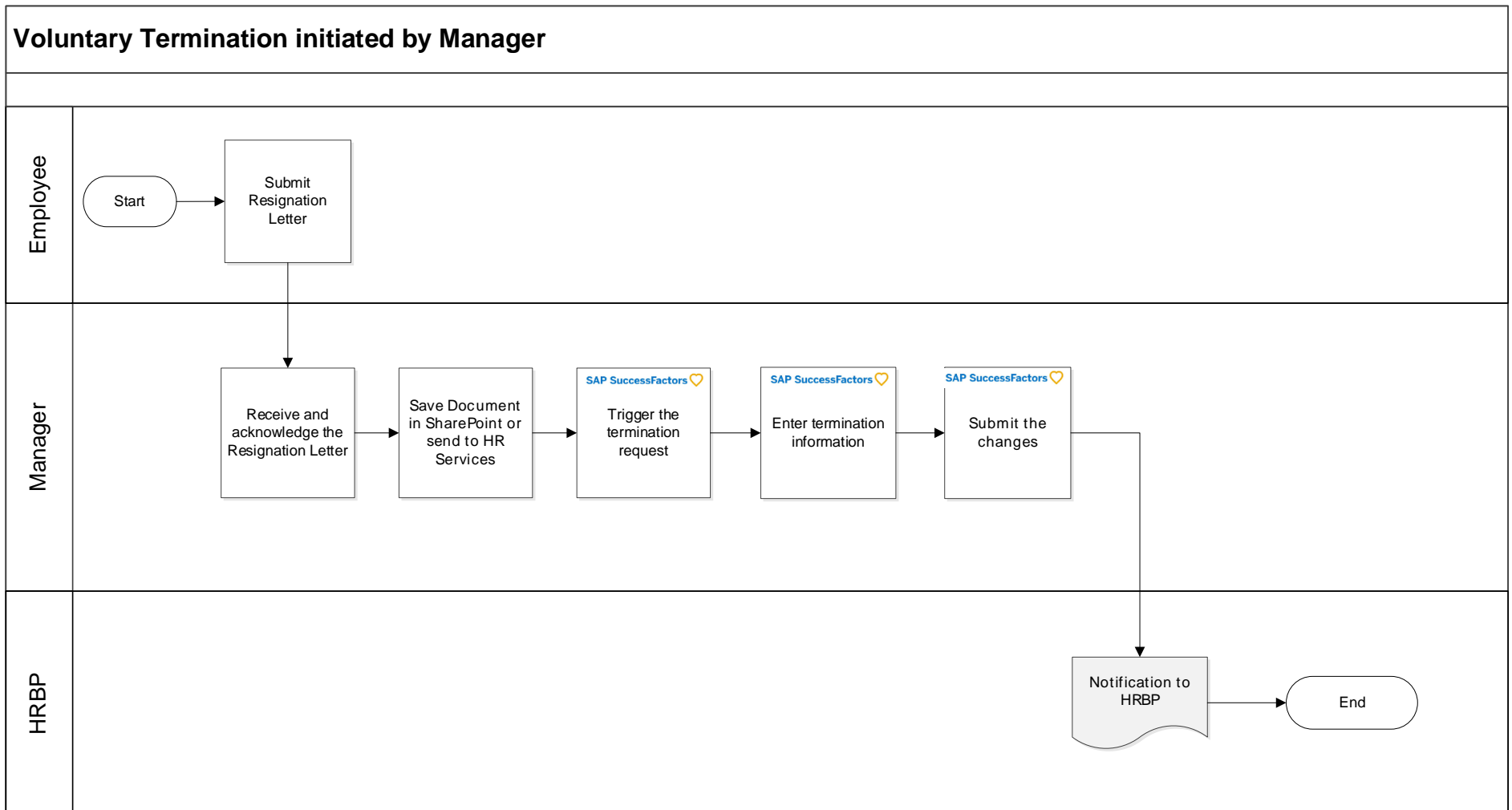| Accenture Policy# 0151	Economic Sanctions Laws/Anti-money laundering	

4. APPLICATION/SYSTEM/TOOLS

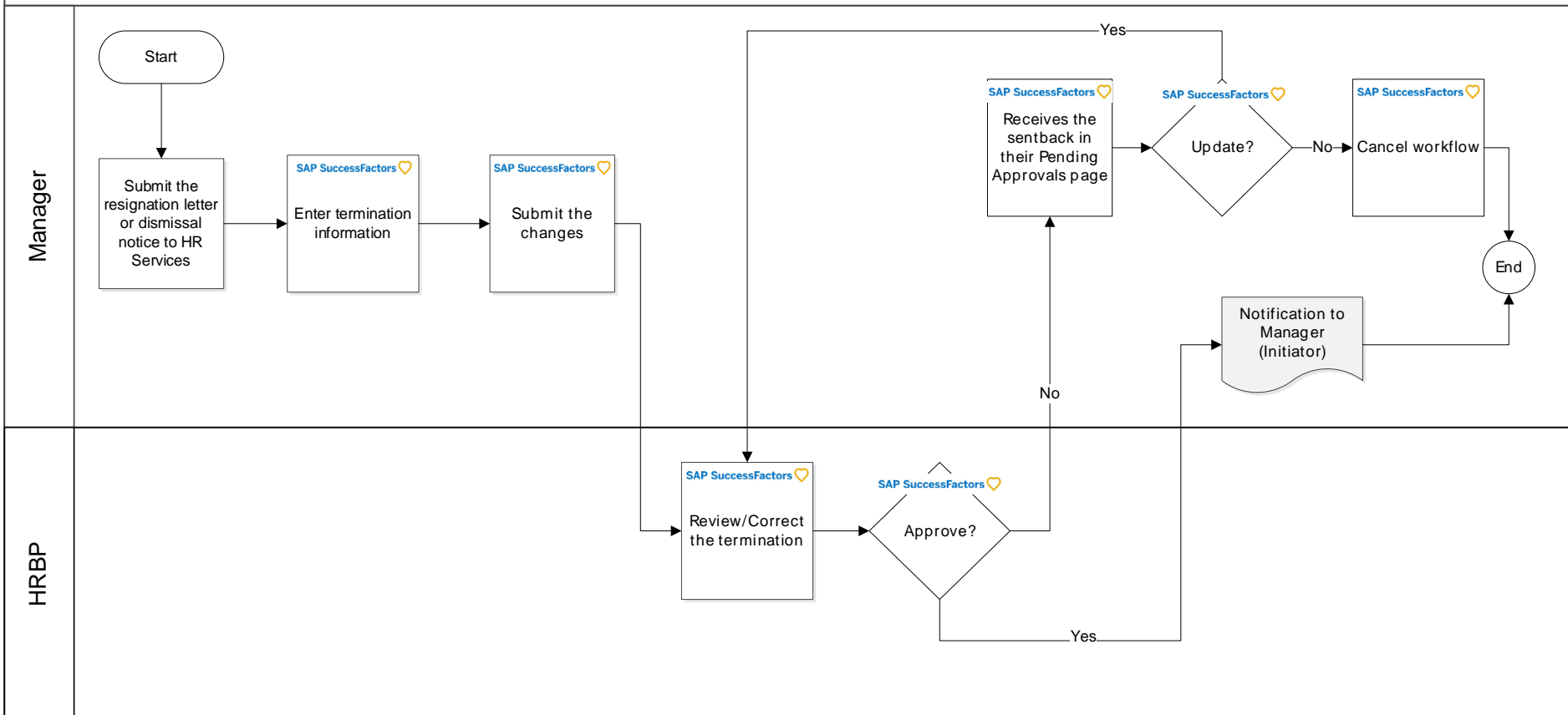Details all systems/tools/application and relevant accesses for roles related to the SOP process area.

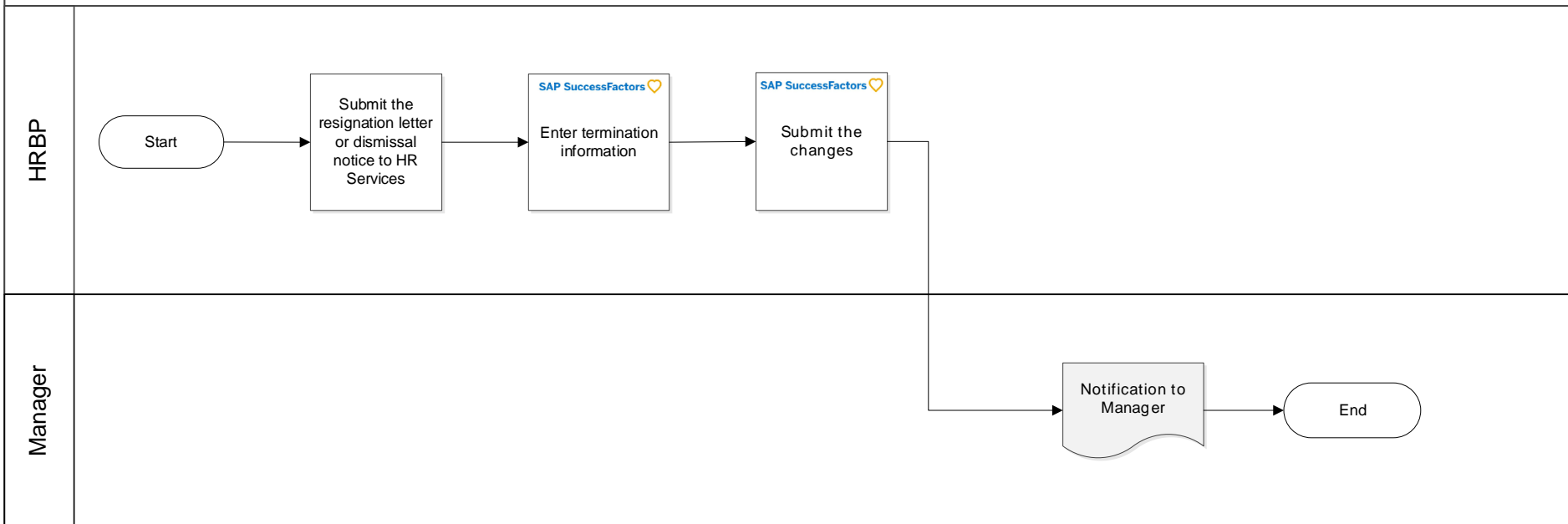| Name	Description	Location/Path
Success Factors	Success Factors System to be used when performing voluntary/involuntary terminations for all NewCo Employees	Login - SAP SuccessFactors (sapsf.eu)
SharePoint	SharePoint application to be used for Document repository of employees.	https://discoveres.sharepoint.com/sites/HRServices
ServiceNow	Self-Service Portal to request offboarding for employees.	ClientPortal-Main-Home - ClientPortal (service-now.com)
Zendesk	Zendesk application to be used as ticketing tool where client inquiries will be received and responded to.	https://myhr-bcs.zendesk.com/

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5. PROCESS MAPS

Embed the relevant process flow chart that links to this SOP document here. This should be approved process map from solution design phase.
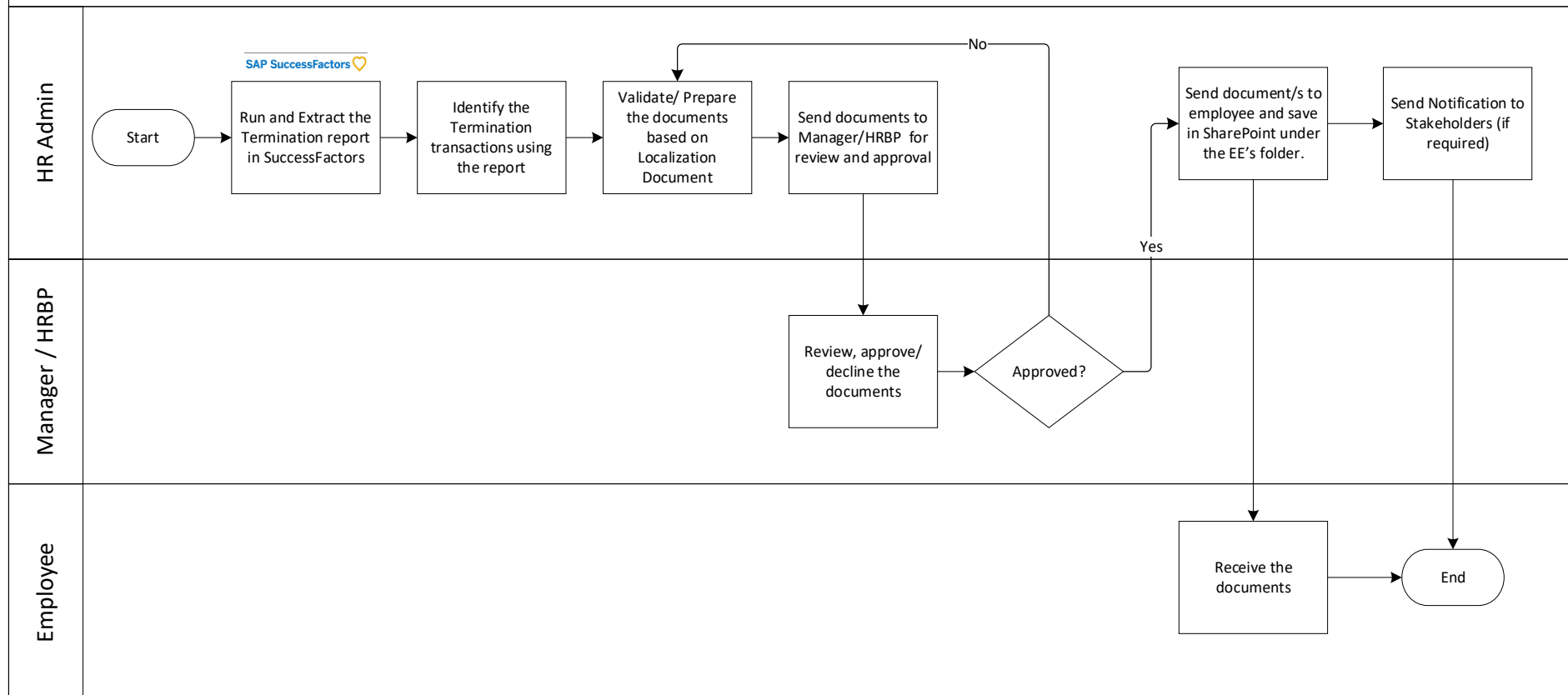
This should be a swim lane clearly showing hand offs and activities.

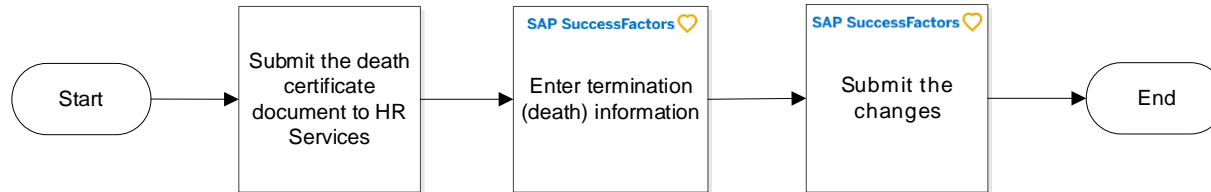## Voluntary Termination initiated by Manager

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Involuntary Termination initiated by Manager

Manager

Start

Submit the resignation letter or dismissal notice to HR Services

SAP SuccessFactors
Enter termination information

SAP SuccessFactors
Submit the changes

SAP SuccessFactors
Receives the sentback in their Pending Approvals page

SAP SuccessFactors
Update? — No →

SAP SuccessFactors
Cancel workflow

Yes

No

Notification to Manager (Initiator)

End

HRBP

SAP SuccessFactors
Review/Correct the termination

SAP SuccessFactors
Approve?

No

Yes

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Involuntary Termination initiated by HRBP

HRBP

Start → Submit the resignation letter or dismissal notice to HR Services → **SAP SuccessFactors** Enter termination information → **SAP SuccessFactors** Submit the changes

Manager

Notification to Manager → End

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Termination Reporting – Voluntary Termination and Involuntary Termination

HR Admin

Start → Run and Extract the Termination report in SuccessFactors (SAP SuccessFactors) → Identify the Termination transactions using the report → Validate/ Prepare the documents based on Localization Document → Send documents to Manager/HRBP for review and approval

No → (back to Validate/Prepare)

Send document/s to employee and save in SharePoint under the EE's folder. → Send Notification to Stakeholders (if required)

Manager / HRBP

Review, approve/ decline the documents → Approved?

Yes →

Employee

Receive the documents → End

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Termination Due to Death

HR BP

Start → Submit the death certificate document to HR Services → [SAP SuccessFactors] Enter termination (death) information → [SAP SuccessFactors] Submit the changes → End
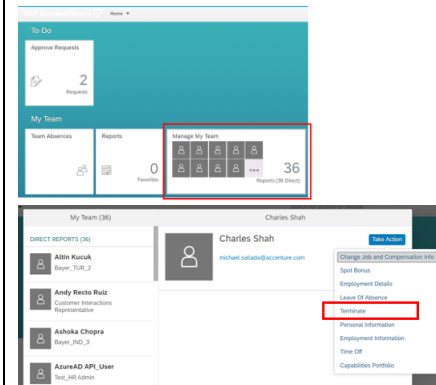
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Termination Reporting – Due to Death

HR Admin

Start → Run and Extract the Termination report in SuccessFactors (SAP SuccessFactors) → Identify the Termination transactions using the report → Validate/ Prepare the documents based on Localization Document → Send documents to Manager/HRBP for review and approval

No

Send document/s to employee's family/ beneficiaries and save in SharePoint under the EE's folder. → Send Notification to Stakeholders (if required)

Yes

Manager / HRBP

Review, approve/ decline the documents → Approved?

Beneficiaries

Receive the documents → End

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6.a DETAILED PROCESS STEPS – VOLUNTARY TERMINATION INITIATED BY MANAGER

Process Step Description – Voluntary Termination Initiated by Manager

Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
1.	Initiate Termination Discussion	Employee/ Manager	• Employee initiates discussion with the Manager and submits a signed resignation letter either via email or in paper with wet signature. • Manager to acknowledge the resignation letter and performs the termination of the employee (See **Localization Document)** • Manager to align with HRBP and obtain necessary approval as needed. (See **Localization Document).** • Manager to save the resignation letter in the HR SharePoint folder of the employee under **Personnel File> Termination Documents.** • Note: Do not send the Resignation letter via email, instead the Manager should save the letter under the employee's folder in the HR SharePoint. Locate the folder **Personnel File> Termination Documents.**	SharePoint	See Appendix section of this DTP for the **Localization Document.**

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Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
			• Manager to log the termination in SuccessFactors		
2.	Log in to SAP SuccessFactors	Manager	• Manager logs in to SAP SuccessFactors to initiate Termination of the employee	SAP SuccessFactors	
3.	Select the employee to Terminate	Manager	• Manager locates and clicks the "Manage My Team" tile and selects the employee to terminate. • Click "Actions" and select "Terminate"	SAP SuccessFactors	Manage My Team

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Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
4.	Enter relevant information and submit the request	Manager	• Manager enters the relevant information for the employee's termination in SuccessFactors. ○ Termination date – This is the last day the employee worked for the company. ○ Termination Reason – Select Employee Initiated relevant reasons ○ Rehire – This is not editable. By default, Yes will be selected for employee-initiated type of termination. Manager can reach out to HRBP to have the status change or send an email to HR Services (support@myhr-bcs.zendesk.com) to change the status. ○ Last Date Worked -Enter the last working date for the employee ○ Salary End Date: Can be different to Last work date depending on the reason and the decision agreed with HR aligned to policy. ○ Deactivate Position – Only HR Admin can close the position. Send an email to HR Services (support@myhr-bcs.zendesk.com) to deactivate the position. Otherwise select NO. See Position Management DTP on how to close a position. • Review all details and click Save • In case changes will need to be made on the termination request, send an email to HR	SAP SuccessFactors	

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Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
			Services (support@myhr-bcs.zendesk.com).		
5.	View Termination Details	Manager	• Manager locates the employee in "Manage My Team" tile and selects "Employment Information" • Go to Job Information and click the clock icon. A window will open to show the Job Change history for the employee. • Select and click the Termination request entered for the employee to show the termination details.	SAP SuccessFactors	
5.	Notification Received	HRBP	• HBRP receives an email notification on the termination request for the employee.	Email	

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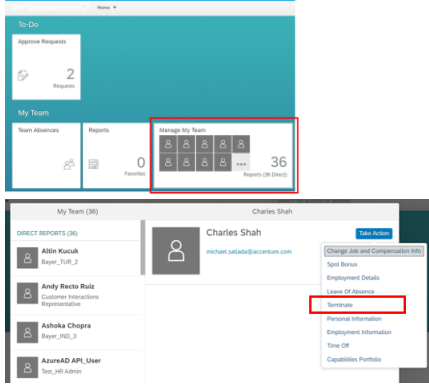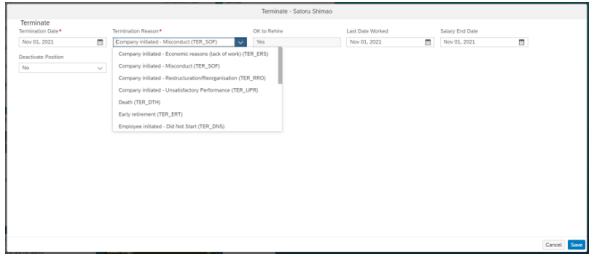| Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
6.	Raise Offboarding Service Request	Manager	• Manager to raise a Service Request for Employee Offboarding via ServiceNow Self-Service Portal for the following: o Hardware Collection process o Access Deactivation: VDI/VPN access, MS Office License, D365 etc o Removal of user in the Employees mail group (s) if available • Manager will receive confirmation from the Service Desk Team on the completion of Offboarding request (completion timeline is around 24 hours from Termination Effective date).	ServiceNow	ServiceNow Self-Service Portal Link: ClientPortal-Main-Home - ClientPortal (service-now.com Discovery-Service-Request-Offboarding-2C
7.	Validation of Termination Details and Documents	HR Admin	• HR Admin to log in to SuccessFactors to run a report on Termination (see **Reporting Job Aid**) • Validate the details based on the documents submitted/saved in the HR SharePoint (See **Localization Document).** • If there are missing documents or discrepancies in the record created, HR Admin to send an email to the Manager as a follow up (See **Track and Chase matrix and email template documents** when making a follow up).	SharePoint/SAP SuccessFactors/ Zendesk	See Appendix section of this DTP for the **Localization Document, Track and Chase Matrix and Email Templates, and Reporting Job Aid.**

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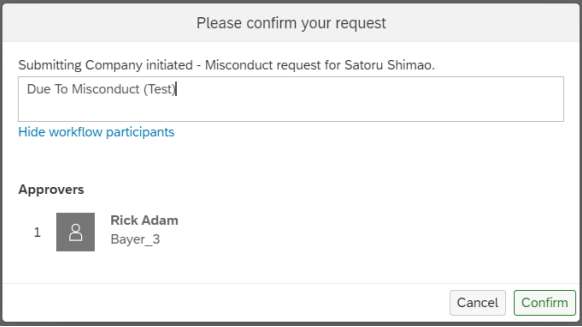| Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
			• If the record created in SuccessFactors and documents received are complete, proceed to notification of stakeholders' process - step 7.		
8.	Notification to Stakeholder	HR Admin	HR Admin to notify stakeholders (See **Localization Document)** • Turnaround time to process the request and send notification is 3 business days from the receipt of the request.	SharePoint/ Zendesk	See Appendix section of this DTP for the **Localization Document.**

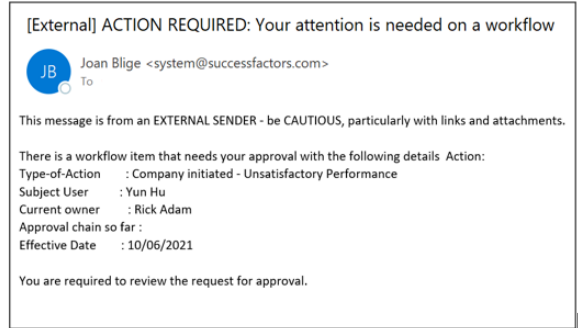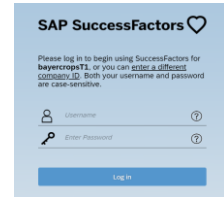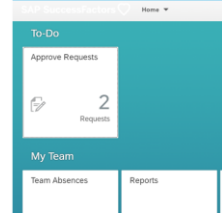## 6.b DETAILED PROCESS STEPS – INVOLUNTARY TERMINATION INITIATED BY MANAGER

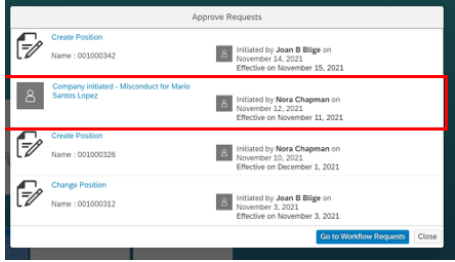**Process Step Description – Involuntary Termination Initiated by Manager**

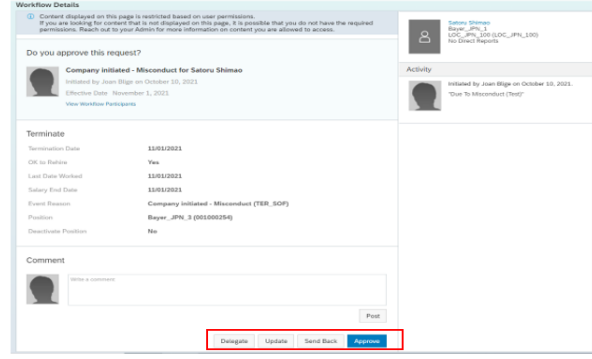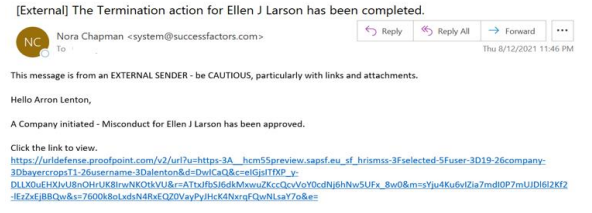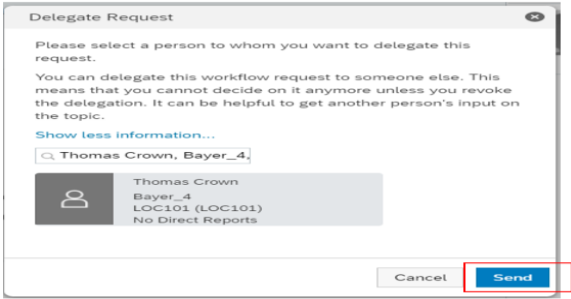| Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
1.	Initiate Termination Discussion	Employee/ Manager/ HRBP	• Manager and HRBP initiates the discussion about the dismissal of the employee including obtain necessary approval as needed. (See **Localization Document).** • Manager to save the resignation letter or dismissal notice in the HR SharePoint folder of	SharePoint	See Appendix section of this DTP for the **Localization Document.**

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Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
			the employee under **Personnel File> Termination Documents.**		
			• Note: Do not send the Resignation letter or dismissal notice via email, instead the Manager should save the letter under the employee's folder in the HR SharePoint. Locate the folder **Personnel File> Termination Documents.**		
			• Manager to log the termination in SuccessFactors		
2.	Log in to SAP SuccessFactors	Manager	• Manager logs in to SAP SuccessFactors to initiate Termination of the employee	SAP SuccessFactors	
3.	Select the employee to Terminate	Manager	• Manager locates and clicks the "Manage My Team" tile and selects the employee to terminate. • Click "Actions" and select "Terminate"	SAP SuccessFactors	Manage My Team

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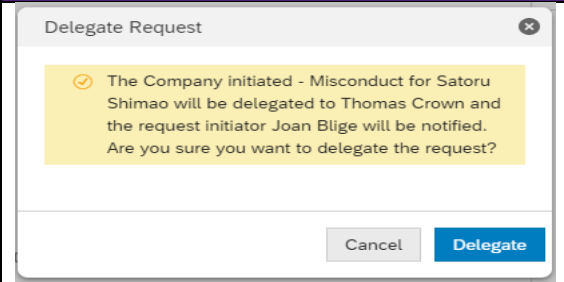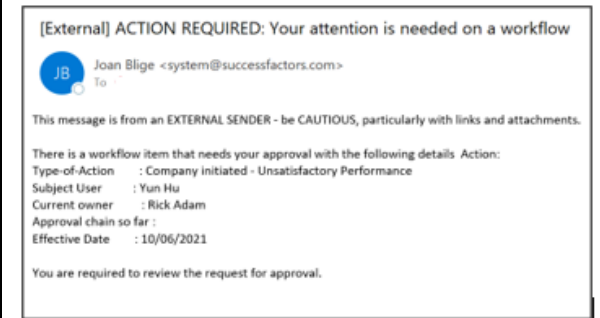| Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
4.	Enter relevant information	Manager	• Manager enters the relevant information for the employee's termination in SuccessFactors. o Termination date – This is the last day the employee worked for the company. o Termination Reason – Select Company Initiated relevant reasons o Rehire – This is not editable and will be edited by the HRBP as necessary during the review and approval of the termination request. o Last Date Worked -Enter the last working date for the employee o Salary End Date: Can be different to Last work date depending on the reason and the decision agreed with HR aligned to policy. o Deactivate Position – Only HR Admin can close the position. Send an email to HR	SAP SuccessFactors	

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Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
			Services (support@myhr-bcs.zendesk.com) to deactivate the position. Otherwise select NO. See Position Management DTP on how to close a position. • Review all details and click Save		
5.	Submit the Changes	Manager	• Enter comment in the notes field for the HRBP to read when the request for approval is sent. • The workflow will show the name of the HRBP that will need to approve the request. • Click Confirm to complete/save the request. • After clicking the Confirm button, the page will navigate to the Home Page • HRBP to receive an email notification. • In case changes will need to be made on the termination request, send an email to HR Services (support@myhr-bcs.zendesk.com).	SAP SuccessFactors	Please confirm your request Submitting Company initiated - Misconduct request for Satoru Shimao. Due To Misconduct (Test) Hide workflow participants Approvers 1 Rick Adam Bayer_3 Cancel Confirm

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Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
6.	Notification Received	HRBP	• HRBP receives an email notification on the termination of the employee.	Email	[External] ACTION REQUIRED: Your attention is needed on a workflow JB Joan Blige <system@successfactors.com> To This message is from an EXTERNAL SENDER - be CAUTIOUS, particularly with links and attachments. There is a workflow item that needs your approval with the following details Action: Type-of-Action : Company initiated - Unsatisfactory Performance Subject User : Yun Hu Current owner : Rick Adam Approval chain so far : Effective Date : 10/06/2021 You are required to review the request for approval.
7.	Log in to SAP SuccessFactors	HRBP	• HRBP logs in to SAP SuccessFactors to review and decline/approve the termination request.	SAP SuccessFactors	SAP SuccessFactors ♡ Please log in to begin using SuccessFactors for bayercropsT1, or you can enter a different company ID. Both your username and password are case-sensitive. Username Enter Password Log In
8.	View Termination Details	HRBP	• HRBP locates and clicks the "To-Do" tile. Select the request to review and approve/decline. • Once selected, the termination details for the employee will display for HRBP's review.	SAP SuccessFactors	To-Do Home ▾ To-Do Approve Requests 2 Requests My Team Team Absences Reports

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Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
9.	Review, Decline/Approves the Request	HRBP	• The termination workflow details will display. • Notes field is available for HRBP to use in case comments will need to be added. • To approve, HRBP clicks the Approve button and manager receives an email notification. • To decline, HRBP enter comments in the comment box and clicks the Send Back button where the request will be returned to the Manager for updates. ○ Manager receives an email notification, needs to log in to SAP Success Factors, locate the request in the To-Do List, update the termination request and click save. • To make necessary changes to the termination details, click the Update button. Once the details have been updated, click the Save button and changes will be saved successfully.	SAP SuccessFactors/ Email	 Approval notification sent to Manager: Send Back email notification sent to Manager:

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Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
			• To delegate the request, please refer to step 10.		To update the termination request:
10.	Delegation of Termination request review and approval.	HRBP	• HRBP can delegate the review and approval/decline action for Termination Request. • HRBP clicks the Delegate button and enters the name of the delegate in the selection field and clicks Send. • A prompt will display for confirmation. HRBP will need to click "Delegate" in order to push thru with the request. Otherwise, HRBP will need to select "Cancel" and will navigate back to the Workflow Details page.	SAP SuccessFactors/ Email	Delegation Request prompt: Delegation pompt:

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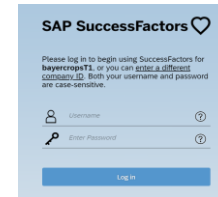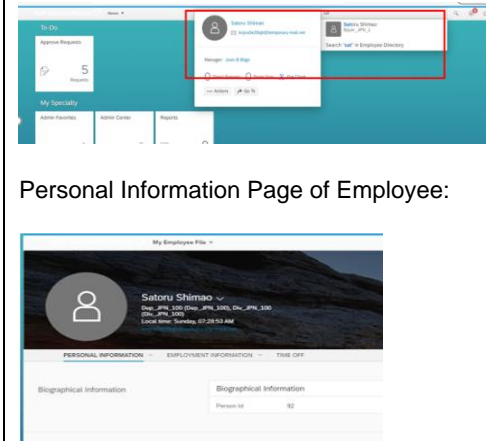| Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
			• The new delegate owner will receive an email notification to review decline/approve the Termination request in SuccessFactors. o New Delegate will need to log in to SuccessFactors, locate the request in the To-Do List, review and decline/approve the request. (follow steps 7 to 9) o New Delegate can decline the delegation by clicking the Decline Delegation button. Workflow will return to the previous approver.		 Email notification received by the new delegate:
11.	Raise Offboarding Service Request	Manager	• Manager to raise a Service Request for Employee Offboarding via ServiceNow Self-Service Portal for the following: o Hardware Collection process o Access Deactivation: VDI/VPN access, MS Office License, D365 etc o Removal of user in the Employees mail group (s) if available • Manager will receive confirmation from the Service Desk Team on the completion of	ServiceNow	ServiceNow Self-Service Portal Link: ClientPortal-Main-Home - ClientPortal (service-now.com Discovery-Service-Request-Offboarding-20

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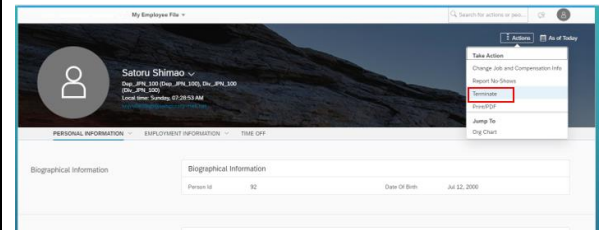| Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
			Offboarding request (completion timeline is around 24 hours from Termination Effective date).		
12.	Validation of Termination Details and Documents	HR Admin	• HR Admin to log in to SuccessFactors to run a report on Termination (see **Reporting Job Aid)** • Validate the details based on the documents submitted/saved in the HR SharePoint. (See **Localization Document)** • Documents should be saved by the Manager in SharePoint under the employee's folder. • If there are missing documents or discrepancies in the record created, HR Admin to send an email to the Manager as a follow up (See **Track and Chase matrix and email template documents** when making a follow up). • If the record created in SuccessFactors and documents received are complete, proceed to notification of stakeholders' process - step 12.	SharePoint/SAP SuccessFactors/ Zendesk	See Appendix section of this DTP for the **Localization Document, Track and Chase Matrix and Email Templates, and Reporting Job Aid.**
13.	Notification to Stakeholder	HR Admin	• HR Admin to notify stakeholders (See **Localization Document).**	SharePoint/ Zendesk	See Appendix section of this DTP for the **Localization Document.**

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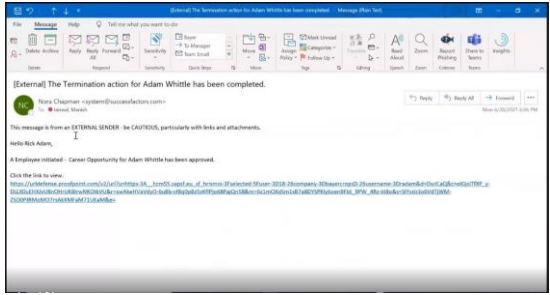| Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
			• Turnaround time to process the request and send notification is 3 business days from the receipt of the request.		

6.c DETAILED PROCESS STEPS – INVOLUNTARY TERMINATION INITIATED BY HRBP

Process Step Description – Involuntary Termination Initiated by HRBP

Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
1.	Initiate Termination Discussion	Employee/ Manager/ HRBP	• Manager and HRBP initiates the discussion about the dismissal of the employee including obtain necessary approval as needed. (See **Localization Document)** • HRBP to save the resignation letter or dismissal notice in the HR SharePoint folder of the employee under **Personnel File> Termination Documents.** • Note: Do not send the Resignation letter or dismissal notice via email, instead the Manager should save the letter under the	SharePoint	See Appendix section of this DTP for the **Localization Document.**

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Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
			employee's folder in the HR SharePoint. Locate the folder **Personnel File> Termination Documents.** • HRBP to log the termination in SuccessFactors		
2.	Log in to SAP SuccessFactors	HRBP	• HRBP logs in to SAP SuccessFactors to initiate Termination of the employee • Home Page will display	SAP SuccessFactors	
3.	Select the employee to terminate	HRBP	• HRBP locates the employee by searching the name in the Search field • Click on the employee's name • Personal and Employment Information page of the employee will display.	SAP SuccessFactors	 Personal Information Page of Employee:

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Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
4.	Initiate Termination	HRBP	• In the Personal and Employment information page, click Actions button at the upper right corner of the page. • Select Terminate	SAP SuccessFactors	
5.	Enter relevant information	HRBP	• HRBP enters the relevant information for the employee's termination in SuccessFactors. ○ Termination date – This is the last day the employee worked for the company. ○ Termination Reason – Select Company Initiated relevant reasons ○ Rehire – Enter Yes or No ○ Last Date Worked – This is auto-populated. This is the last working date for the employee or the termination date. Should the date be changed, send an email to HR Services (support@myhr-bcs.zendesk.com). ○ Salary End Date: This is auto-populated. The date can be different to Last Date Worked depending on the reason and the decision agreed with HR aligned to policy. Should the date be changed, send an email to HR Services (support@myhr-bcs.zendesk.com).	SAP SuccessFactors	

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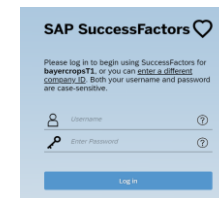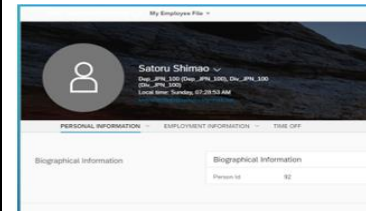| Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
			○ Deactivate Position – Only HR Admin can close the position. Send an email to HR Services (support@myhr-bcs.zendesk.com) to deactivate the position. Otherwise select NO. See Position Management DTP on how to close a position. • Review all details and click Save • Changes saved successfully in the system.		
5.	Notification Received	Manager	• Manager receives an email notification on the termination of the employee.	Email	
6.	Raise Offboarding Service Request	HRBP	• Manager to raise a Service Request for Employee Offboarding via ServiceNow Self-Service Portal for the following: ○ Hardware Collection process ○ Access Deactivation: VDI/VPN access, MS Office License, D365 etc ○ Removal of user in the Employees mail group (s) if available	ServiceNow	ServiceNow Self-Service Portal Link: ClientPortal-Main-Home - ClientPortal (service-now.com

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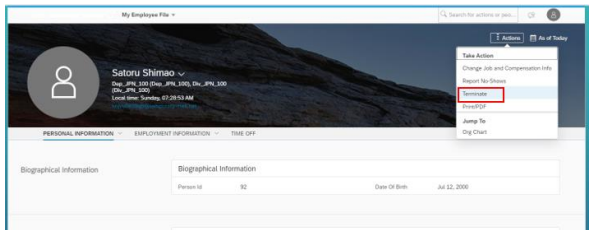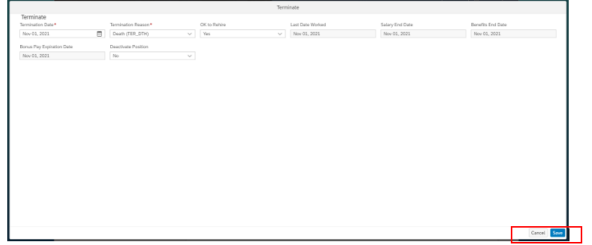| Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
			• Manager will receive confirmation from the Service Desk Team on the completion of Offboarding request (completion timeline is around 24 hours from Termination Effective date).		Discovery-Service-Request-Offboarding-20
7.	Validation of Termination Details and Documents	HR Admin	• HR Admin to log in to SuccessFactors to run a report on Termination (see **Reporting Job Aid)** • Validate the details based on the documents submitted/saved in the HR SharePoint. (See **Localization Document)** • Documents should be saved by the HRBP in SharePoint under the employee's folder. • If there are missing documents or discrepancies in the record created, HR Admin to send an email to the HRBP as a follow up (See **Track and Chase matrix and email template documents** when making a follow up). • If the record created in SuccessFactors and documents received are complete, proceed to notification of stakeholders' process - step 7.	SharePoint/SAP SuccessFactors/ Zendesk	See Appendix section of this DTP for the **Localization Document, Track and Chase Matrix and Email Templates, and Reporting Job Aid.**

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Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
8.	Notification to Stakeholder	HR Admin	• HR Admin to notify stakeholders (See **Localization Document)** • Turnaround time to process the request and send notification is 3 business days from the receipt of the request.	SharePoint/ Zendesk	See Appendix section of this DTP for the **Localization Document.**

6.d DETAILED PROCESS STEPS –TERMINATION DUE TO DEATH

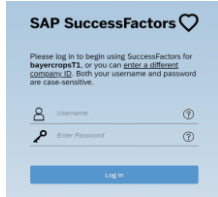| Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
1.	Initiate Termination Discussion	Manager/ HRBP	• Manager receives the death certificate from the employee's family member. • Manager and HRBP initiates the discussion about the death of the employee. • Manager or HRBP to save the death certificate or other relevant documents in the HR SharePoint folder of the employee under **Personnel File> Termination Documents.**	Email	

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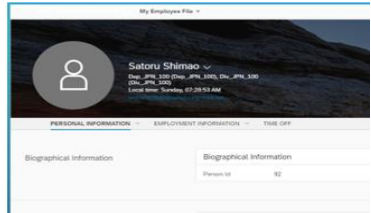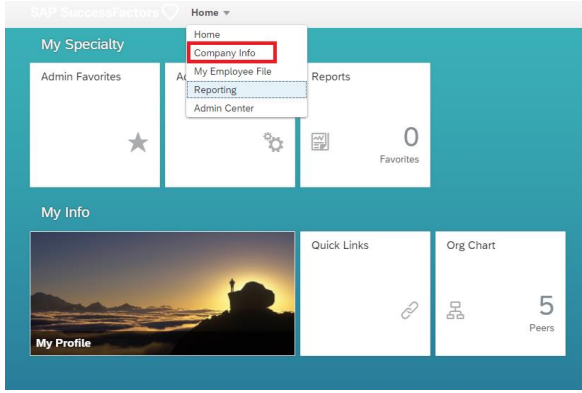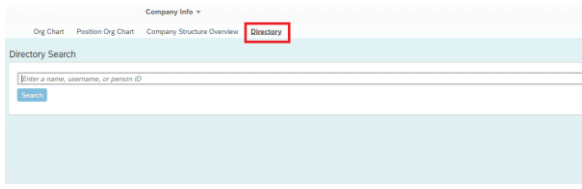| Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
			• Note: Do not send the death certificate or other relevant documents via email, instead the Manager or HRBP should save the documents under the employee's folder in the HR SharePoint. Locate the folder **Personnel File> Termination Documents.** • HRBP to log the termination in SuccessFactors		
2.	Log in to SAP SuccessFactors	HRBP	• HRBP logs in to SAP SuccessFactors to initiate Termination of the employee • Home Page will display	SAP SuccessFactors	
3.	Select the employee to terminate	HRBP	• HRBP locates the employee by searching the name in the Search field • Click on the employee's name • Personal and Employment Information page of the employee will display.	SAP SuccessFactors	 Personal Information Page of Employee:

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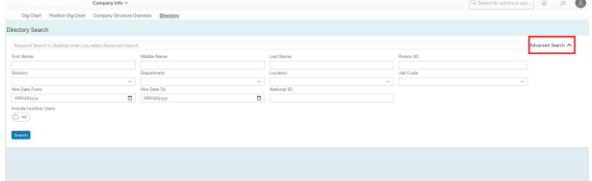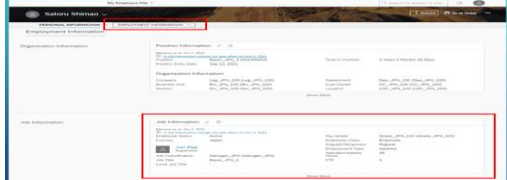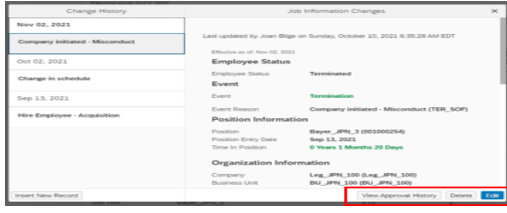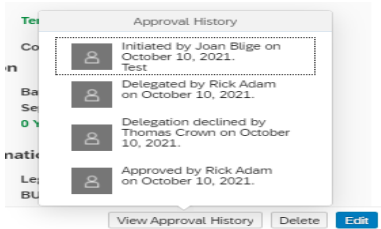| Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
4.	Initiate Termination	HRBP	• In the Personal and Employment information page, click Actions button at the upper right corner of the page. • Select Terminate	SAP SuccessFactors	
5.	Enter relevant information	HRBP	• HRBP enters the relevant information for the employee's termination in SuccessFactors. ○ Termination date – This is the last day the employee worked for the company. ○ Termination Reason – Select Death reason ○ Rehire – By default, this is Yes. No need to edit the field. ○ Last Date Worked – This is auto-populated. This is the last working date for the employee or the termination date. Should the date be changed, send an email to HR Services (support@myhr-bcs.zendesk.com). ○ Salary End Date: This is auto-populated. The date can be different to Last Date Worked depending on the reason and the decision agreed with HR aligned to policy. Should the date be changed, send an email to HR Services (support@myhr-bcs.zendesk.com).	SAP SuccessFactors	

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Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
			o Deactivate Position – Only HR Admin can close the position. Send an email to HR Services (support@myhr-bcs.zendesk.com) to deactivate the position. Otherwise select NO. See Position Management DTP on how to close a position. • Review all details and click Save • Changes saved successfully in the system.		
6.	Raise Offboarding Service Request	HRBP	• Manager to raise a Service Request for Employee Offboarding via ServiceNow Self-Service Portal for the following: o Hardware Collection process o Access Deactivation: VDI/VPN access, MS Office License, D365 etc o Removal of user in the Employees mail group (s) if available • Manager will receive confirmation from the Service Desk Team on the completion of Offboarding request (completion timeline is around 24 hours from Termination Effective date).	ServiceNow	ServiceNow Self-Service Portal Link: ClientPortal-Main-Home - ClientPortal (service-now.com Discovery-Service-Request-Offboarding-20
7.	Validation of Termination	HR Admin	• HR Admin to log in to SuccessFactors to run a report on Termination (see **Reporting Job Aid**)	SharePoint/SAP SuccessFactors/ Zendesk	See Appendix section of this DTP for the **Localization Document, Track and Chase**

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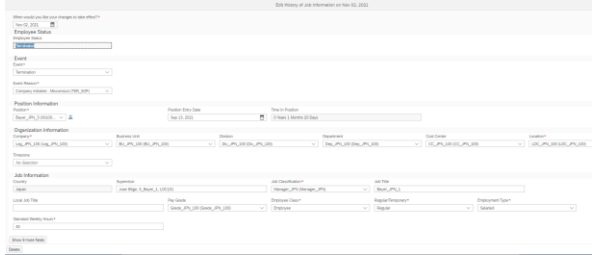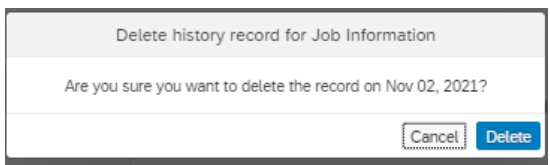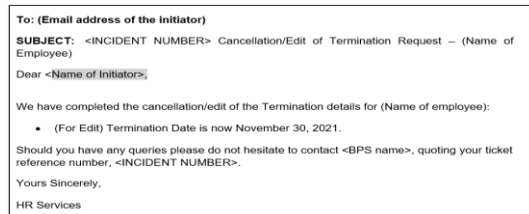
Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
	Details and Documents		• Validate the details based on the documents submitted/saved in the HR SharePoint. (See **Localization Document)** • Documents should be saved by the HRBP in SharePoint under the employee's folder. • If there are missing documents or discrepancies in the record created, HR Admin to send an email to the HRBP as a follow up (See **Track and Chase matrix and email template documents** when making a follow up). • If the record created in SuccessFactors and documents received are complete, proceed to notification of stakeholders' process - step 7.		**Matrix and Email Templates**,**and Reporting Job Aid.**
8.	Notification to Stakeholder	HR Admin	• HR Admin to notify stakeholders (See **Localization Document).** • Turnaround time to process the request and send notification is 3 business days from the receipt of the request.	SharePoint/ Zendesk	See Appendix section of this DTP for the **Localization Document.**

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6.e DETAILED PROCESS STEPS – AMENDMENT/DELETION OF TERMINATION REQUEST

Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
1.	Send Amendment /Deletion Request	HRBP/Ma nager	• HRBP or Manager sends an amendment/ deletion Termination email request to HR Services (support@myhr-bcs.zendesk.com). • Amendment/deletion request include changes to the termination reason, termination date, position information, organization information, job and time information and withdrawal or deletion of termination request.	Email/Zendesk	
2.	Log in to SAP SuccessFacto rs	HR Admin	• Upon receipt of the request in Zendesk, HR Admin logs in to SAP SuccessFactors to initiate the amendment of the Termination request. • Home page will display.	SAP SuccessFactors	

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Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
3.	Select the employee	HR Admin	• HR Admin locates the employee by searching the name in the Search field • Click on the employee's name • Personal and Employment Information page of the employee will display. • Inactive employees can also be searched in SuccessFactors. To Search for an inactive employee, click the dropdown and choose "Company Info" • Click "Directory" • Click "Advance Search" • Input the name of the employee you wanted to search. In the "Include Inactive Users" field, choose "Yes" • Click "Search" • The name of the inactive employee will appear. HR admin may now do the action needed for the employee by clicking the ID like icon.	SAP SuccessFactors	 Personal and Employment Info Page:

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Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
4.	Select the Termination request for the employee	HR Admin	• HR Admin selects the termination request link (highlighted in blue) under the Employment information of the employee. • A new window will appear where HR Admin can edit or delete the request. • Select the activity that needs to be edited or deleted in the Change History section of the window.	SAP SuccessFactors	
5.	Edit/Delete the Termination Request	HR Admin	• To view the approval history, click the View Approval history button to see the last approvers. • To edit the termination, click the Edit button. ○ A new window will appear where termination details can be amended. ○ Click Save button once done with the changes. • To delete the termination request, click the Delete button	SAP SuccessFactors	View Approval History: To edit:

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Step	Process Step	Owner	Description	Technology/ Enabler	System Screen Capture OR File Location
			o A prompt will display to confirm the deletion request. o Click Delete to confirm the deletion request. Termination request will be removed from the Change History details. o Click Cancel to go back to the request.		 To Delete: Delete history record for Job Information Are you sure you want to delete the record on Nov 02, 2021? Cancel Delete
6.	Send Notification to requestor/stakeholders	HR Admin	• After performing the Termination amendment request, respond back to the requestor. • HR Admin to notify stakeholders (See **Localization Document).** • Turnaround time to process the request and send notification is 3 business days from the receipt of the request.	Zendesk	Email Template To: (Email address of the initiator) SUBJECT: <INCIDENT NUMBER> Cancellation/Edit of Termination Request – (Name of Employee) Dear <Name of Initiator>, We have completed the cancellation/edit of the Termination details for (Name of employee): • (For Edit) Termination Date is now November 30, 2021. Should you have any queries please do not hesitate to contact <BPS name>, quoting your ticket reference number, <INCIDENT NUMBER>. Yours Sincerely, HR Services

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6. ROLES

List of process and system roles defined.

System Roles	Roles
Employee	Active Employees (Full Time and Part Time)
Supervisor	Manager
HR Manager	HR Business Partner (HRBP)
HR Admin	HR Services

7. POLICIES

Include references to Policies relevant to this process area.

Policy Name	File Location/Pathname

8. APPENDIX

Process reference documents like forms, templates, checklists can be embedded here. Eg. sample files in the SOPs for reference/illustrative purposes. For example, if a process requires a series of calculations and formatting in Excel, an example should be provided to supplement the screenshot. Notes/tips/exceptions should also be made, where appropriate, on the file and steps to perform the calculation.

Name/Description of the appendix item	Artifact/Link of the document	Related DTP Activity ID
Localization Document	Localizationv4	
Track and Chase Matrix		
Email Templates		

VERSION AND CHANGE CONTROL

Revision Date:	Version Number:	Change Summary	Amendments to DTP completed by:	Approver: Name	Approval date

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7/15/2021	1.0	Created draft	Gabriela Dragan	Craig Larkins	8/2/2021
10/10/2021	1.0	Updated draft	Marie Malijan		
04/19/2022	4.0	Approved Global and RoC Localization	Marie Malijan	Ben Hoffmann	04/19/2022