**Exit Management Process**

**Two types of exits:**

**Voluntary:** When employees choose to leave the organization alone: Resignation or No Call No-Sow (NCNS) are considered voluntary terminations.

**Involuntary:** When employees are forced to leave due to disciplinary action, work performance, or Redundancy In Force (RIF)/Lay Off.

**Voluntary Termination**

* Employees to submit a written and signed resignation letter with the signature of their immediate superior. HR Business Partner and immediate supervisor to schedule a discussion with the employee and try to retain the employee.
* If the employee still wants to proceed with the resignation, the immediate supervisor will accept the resignation as final & updates the Workday.
* Second-level supervisor to review and approve resignation in Workday.
* The employee has to serve the notice period mandatorily as per the accepted employment agreement.
* Upon completion of the notice period, i.e., on the last working day, NLE (No Longer Employee) is sent via email to IT, Facilities, and Finance to withdraw system access and collect the company assets from the employee (such as Laptops, Headsets, Id Cards)
* Upon completion of the notice period, i.e., on the last working day, the employee must complete the online exit interview and the Exit Clearance Form.
* **No call no show (NCNS):**  For 3 continuous days AOWL (Absence without leave), on the 4th day immediate supervisor sends an email intimation to HR, who would send the hard copy of the Return to Work Notice to the employee’s home address.
* Employee to respond within 5 business days to RTWO. If a communication is received from the employee within 5 calendar days, HR to validate the reason, counsel the employee, and retain the employee.
* If no communication is received within 5 calendar days. HR initiates termination in WD and forwards the hard copy of the Termination Notice to the employee’s home address.
* **Return of company assets for termination:**  If the employee does not return the assets, then the company has the authority to deduct them from the payroll, and/ or an employee is responsible for the handover of items if the items are critical to the company (for ex: laptop).
* HR shall likewise send Demand Letters to employees should the company-issued items still need to be returned.
* A follow-up Final Demand Letter will be sent after 5 days should the employee remain non-compliant.

**Involuntary Termination – Disciplinary and Non-performance**

**Definitions:**

* TWIN 1: A Written warning issued for attendance, behavioral and/or non-performance
* TWIN 2: Employee termination for a behavioral and/or non-performance
* Immediate supervisor or any employee who will serve as a complainant will submit an Incident Report to HR. HRBP to validate the incident report and issue TWIN 1 notice to the employee.
* If the notice does not call for termination, the employee is required to submit a written explanation within 3 days of issuance of the notice.
* HRBP will initiate corrective action with the immediate supervisor after receipt of the explanation documents.
* If the incident calls for termination, then TWIN 2 notice is issued to the employee.
* Employee is required to submit a written explanation within 5 calendar days.
* Administrative hearing is held with the key stakeholders involved in the incident post receipt of the explanation documents.
* Based on the outcome of the administrative hearing, HRBP to validate facts and either issue a termination letter or counsel and retain the employee. TWIN 2 processes are to be completed within 30 days of the issue of notice.
* If an employee is unwilling to submit explanation documents, it gives HR a right to sue a penalty, deduct the amount due by the employee from the payroll, and/ or an employee is responsible for handover items if the items are critical to the company (for ex: laptop)
* **Full & Final settlement and return of company assets:** If the decision of TWIN 1/TWIN 2 is to terminate the employee, then on the last working day, NLE (no longer employee) will be emailed to withdraw system access and collect the company assets from the employee (such as Headsets, Access Cards, Locker Access)