

EXIT PROCESS

1. Objective

The objective of this EXIT PROCESS is to familiarize employees of all exit related activities.

2. Applicability

All regular employees, contract, consultant and trainees of the company.

3. Guidelines

Employment with IQSS can be ended by written notice of 60 days on either side as per the terms of employment revised from time to time.

Notice Period has to be served in full and it would not be compensated against salary due or leave with pay at any point of time.

The exit process starts as and when the employee sends an e-mail communication stating his desire to resign from the services of the organisation or submit hard copy of resignation letter to the reporting manager or the employee is notified by the Company regarding termination of employment.

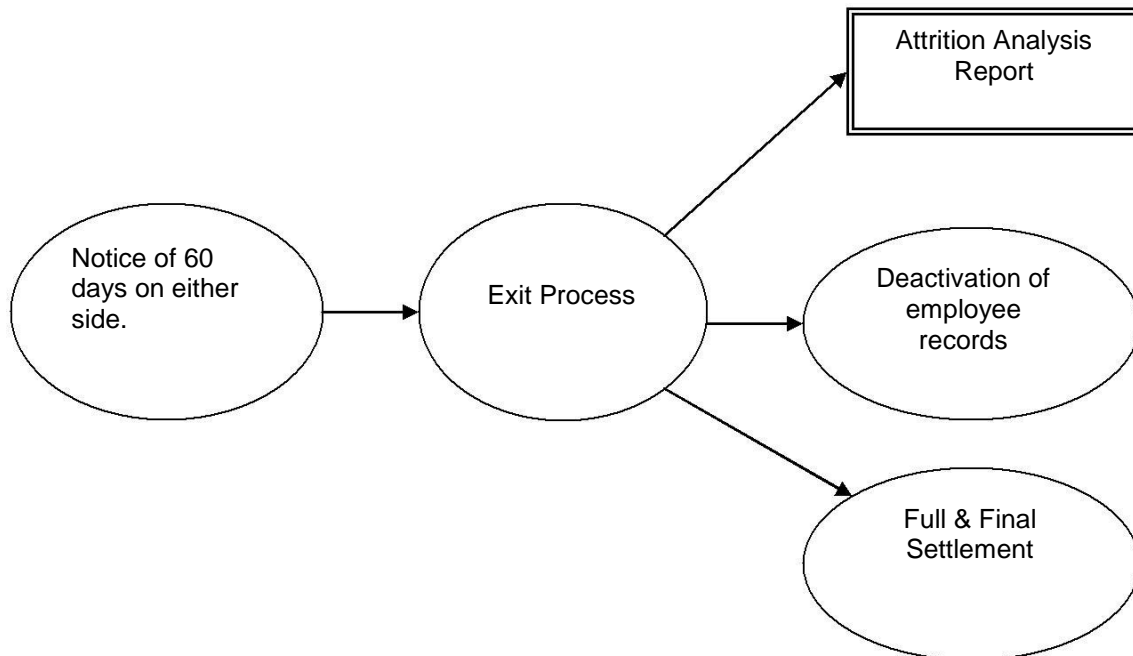
The exit criterion is Full and final settlement with no dues from either party

Output of the process is as follows:

Deactivation of the following:

- Employee records including Medical & Accident Insurance.
- E-mail-id and Access card
- Intranet login
- Full and Final settlement with no dues from either party

PROCESS INTERACTIVE DIAGRAM



Process Description

Process Overview

If an employee decides to resign and leave the services of IQSS, employee shall submit a letter of resignation to the reporting manager. Employee will serve 60 days notice period after submitting the resignation or any other term applicable as per the terms of employment stated in the contract of employment. Considering notice period and duration required for knowledge transfer, last working day will be decided by the manager in consultation with employee.

The Company reserves the right to terminate the services of an employee and make a salary payment in lieu of notice, which would allow the company to terminate employment immediately on making this payment. The Company will use discretion to pay the salary in lieu of notice on a case to case basis. In cases of summary dismissal (result of disciplinary action), Management will use discretion to decide on notice or salary in lieu of notice, depending on the gravity of the situation.

The exit process is as follows:

- Employee sends the resignation e-mail/letter to the reporting manager
- Once the resignation is accepted, reporting manager forwards the resignation e-mail immediately to HR.
- Once the last working day is decided, the reporting manager shall communicate the same to HR at least 15 days before the last working day. = Contract employee/consultant will be governed by their contract terms.
- HR communicates the resignation to the following departments at least 10 days in advance and 3 days in case of contract employees, trainees or consultants.
 - o Finance & Accounts (F&A)
 - o Administration
 - o System Administration
 - o Respective Head
- HR sends the No Due Certificate (NDC form and Exit Questionnaire to the employee, 3 days before the last working day.
- Employee gets approval on NDC from reporting manager and departmental heads. Employee will be notified of any pending tasks, non-compliance, discrepancies, etc by the departmental heads. Employee is expected to complete such pending activities failing which the relieving process will be put on hold. Please note that any money owed by the employee to IQSS will be deemed as a discrepancy and the relieving process will be put on hold until employee clears the debt. Employee should also attach pending claims, if any.
- HR/CEO conducts a face-to-face exit interview on the last working day
- HR issues a relieving letter and experience letter to the employee on the last working day after the NDC has been fully cleared by all the signatories
- HR department sends details of Loss of Pay, notice period shortfall dues or any other dues to F&A department for further processing of full and final settlement(FFS)
- HR, System Administration department deactivate employee records accordingly
- The F&A department issues the cheque (in case IQSS owes money to the employee) for Full and Final Settlement within 30 days.
- Full and Final Settlement of F&A department completes the relieving process

The purpose of a face-to-face exit interview is to gather data for improving work environment and retaining employees. Employee can freely express his/her views during exit interview. All information will be kept strictly confidential and will not affect any reference information about employee that IQSS will provide to future employer.



Exit Questionnaire and exit interview will not be conducted for the following exits:

- On termination of employment
- Contract employee
- Consultant

Return of IQSS'S property:

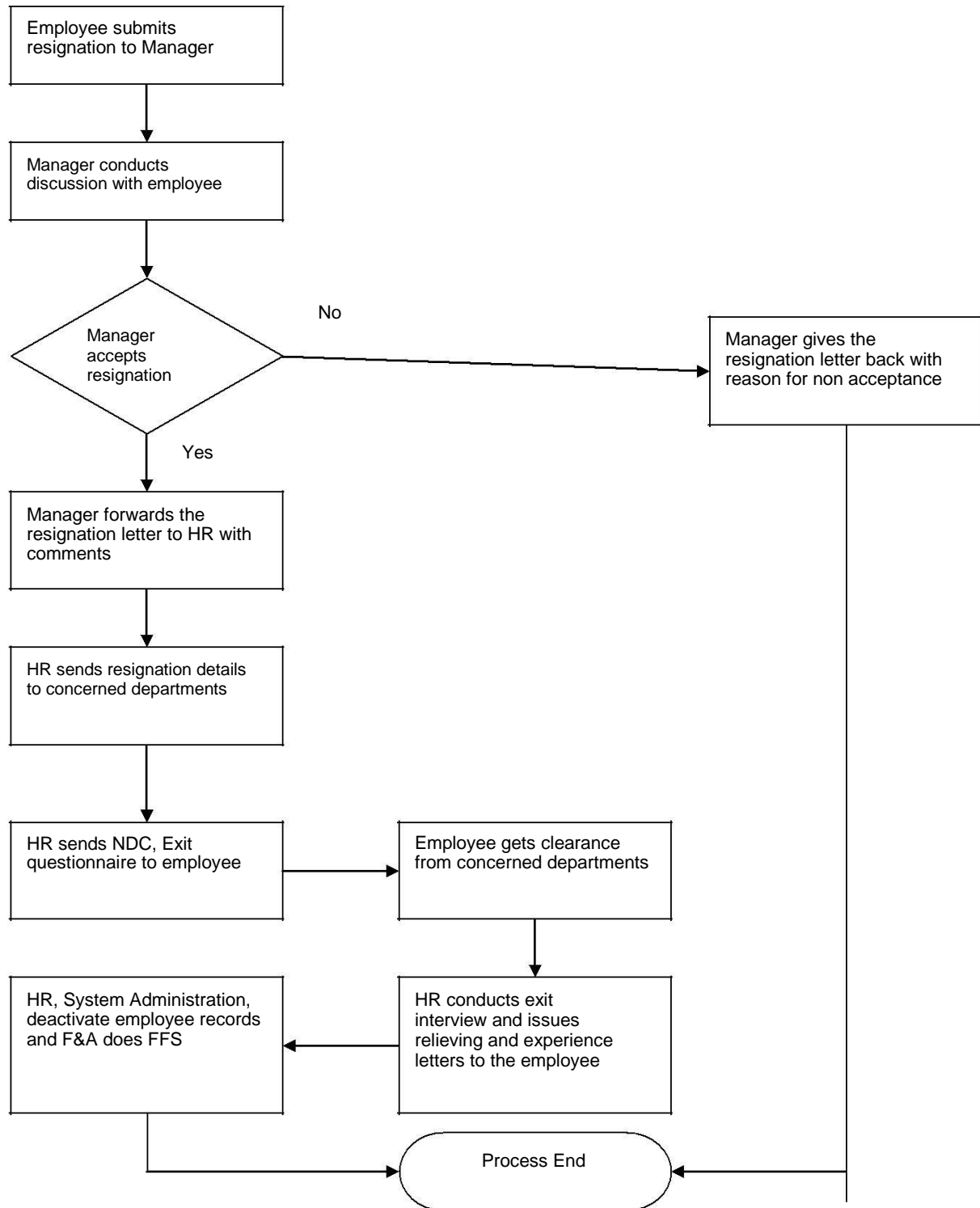
Every employee who intends to leave the service of IQSS should return all property belonging to IQSS.

The cost of any property which has not been returned shall be deducted from the employee's pay or the amount due to the employee as a part of full and final settlement.

Future Assistance:

Resigned employee is free to approach IQSS after the relieving process is complete for any assistance in transfer/closure of PF account, specific experience letters or recommendation letters etc., pertaining to his employment period only with prior appointment.

PROCESS FLOW DIAGRAM



RESPONSIBILITY METRICS:

SI No.	Activity	Primary Responsibility	Review	Approval
1	Communicating the resignation details to HR	Reporting Manager	Reporting Manager	Head of Department
2	Communicating the resignation details to the concerned departments	HR	HR	HR
3	Sending NDC, Exit questionnaire to employee	HR	HR	HR
4	Getting clearance from concerned departments on NDC	Employee	HR	HR
5	Conducting exit interview and issuing relieving and experience letters to the employee	HR/CEO	HR	HR/CEO
6	Deactivating HR records	HR	HR	HR
7	Deactivating E mail-id and access card Intranet login	HR/System Administration	HR/System Administration	HR/System Administration
8	Preparing Attrition Analysis report	HR	HR	CEO
9	Full & Final Settlement	F&A	F&A	CEO

Measures for Process adherence

The measures shall apply only to employees and not for contract employees and consultants. These measures shall be calculated quarter-wise.

1) Communication to HR Adherence =

Resignations informed to HR at least 15 days before the last working date

Total number of resignations

2) FFS Adherence =

Number of FFS done by F&A within 30 days of last working date

Total number of exits (excluding absconding

3) Process Adherence =

$$\frac{\text{Number of exits with complete process adherence end-to-end}}{\text{Total number of exits (excluding absconding cases)}}$$

References

Templates:

- Exit Questionnaire
- NDC



Exit Interview form

We at IQSS would like to use this opportunity to further analyze your reasons for leaving us, with the objective of improving our work environment. We request you to give your frank response to these questions. . The information disclosed by you will be treated as strictly confidential.

Name of Employee : _____ Designation: _____

Date Of Joining : _____ Date of Exit: _____

1. When did you think of leaving the job and the reasons?

2. Did anyone in the Organization speak to you after you had submitted your resignation?

3. Please rank the items below in terms of the importance as reasons for the exit.

Use '**1**' as the **most important**, '**2**' as the **next important**, and so on. If a factor was **not relevant** at all mark it with an '**X**'

Your Reasons for leaving	Ranking
Salary	
Dissatisfaction with the job content	
Lack of role clarity	
Not very good relationships with the peers / superior / subordinates	
Infrastructure	
Lack of Developmental Opportunities	
Work Culture	
Leadership styles of Superiors	
Higher studies	
Any other (please specify)	

4. What are the changes in present working conditions that could have made you stay back (in order of importance) Please rate the following. Use '**1**' as the **most important**, '**2**' as the **next most important**, and so on. If a factor was **not relevant** at all mark it with an '**X**'.

Factor	Ranking
Higher salary	
Better job content	
Clearly defined job expectations	
Developmental opportunities	
Any other (please specify)	

5. We believe that a person leaving the organization will have an unbiased view of the strengths and shortcomings of the organization. Please list three of each:

Strengths	Weaknesses
1.	1.
2.	2.
3.	3.

6. Would you like to disclose the organization you are joining? _____

Your designation: _____

Salary: Same/higher/much higher. [Tick mark your response].

Signature

HR

GENERAL CLEARANCE FORM/NDC

NAME OF EMPLOYEE:		DEPARTMENT :
DATE OF RESIGNATION:		LAST WORKING DAY:
FUTURE CONTACT DETAILS :		
E-mail id :		Mobile No:
DEPARTMENT	COMMENTS	NAME & SIGN Receiving Person
IT		
<ul style="list-style-type: none"> • Lap Top / Desktop • Laptop Bag 		
<ul style="list-style-type: none"> • Data Back-up 		
<ul style="list-style-type: none"> • Password for System & e-mail • Password for telephones 		
<ul style="list-style-type: none"> • Others 		
Admin / HR		
Reporting Managers		
Accounts / Finance		
<ul style="list-style-type: none"> • Advance to be adjusted • Any Other 		

Employee's Signature & Date of submission of Clearance Form to HR_____

Clearance received from all Departments: _____

Signature of Employee

Signature of HR

Date:

Date: