

Employee Exit Procedure

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Author	Prashant Chothe
Reviewed By	Sandeep Datta
Approved By	Susshruth Apshankar
Owner	Sandeep Datta
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1. Introduction

1.1 Objective

To outline the employee separation process and enable the supervisors or skip-level managers and the HR Department to facilitate a smooth exit.

1.2 Scope

This policy applies to all employees based out of Pune.

1.3 Glossary of Terms

Terms	Description
Admin	Administration
A/D	Acknowledgement Due
AVP	Associate Vice President
BUH	Business Unit Head
CEO	Chief Executive Officer
COO	Chief Operating Officer
DH	Department Head
HR	Human Resource
IT	Information Technology
TA	Talent Acquisition
VP	Vice President

1.4 Criteria

1. Resignation & withdrawal of resignation
2. Job abandonment
3. Termination

2. Responsibility

1. Employee
2. Supervisor / Skip-level Manager
3. HR Head
4. Finance Head
5. IT Head

3. Procedure

3.1 Resignation Cases

1. The process would commence when an employee resigns. The resignation of an employee shall be accepted only in the form of a duly signed hard copy or email from an employee's official email id
2. The verbal communication or text message of resignation or intention to resign would not be accepted

3. If an employee stops coming to office after verbal discussion and does not follow the correct resignation procedure, SGA would initiate termination of services on account of job abandonment after three working days
4. Any exception to the time period can only be given by the joint decision of AVP or VP of the Business Unit. Such a move would require approval from both the parties stating the number of days the exception would apply for a said employee

Voluntary Resignation: When an employee resigns from the duties and responsibilities at his / her discretion

Steps to be followed	Timelines	Accountability	Information required	Comments
Employee to intimate the HR in the form of a resignation e-mail/ letter	Same day when resignation is received	Supervisor/Skip-level Manager	Date of Resignation. Request for amends in the last working day, if any	HR would maintain a separation tracker and forward the required information to the Finance & IT departments

Forced Resignation: A situation wherein SGA asks an employee to resign rather than terminating his services

Steps to be followed	Timelines	Accountability	Information required	Comments
Employee to intimate the HR in the form of a resignation e-mail/ letter	Same day when resignation is received	Supervisor/ Skip level Manager	A case history with valid justification and data facts needs to be drafted by the Supervisor/Skip level Manager for documentation	HR would maintain a separation tracker and forward the required information to the Finance & IT departments

In case there is a change in the last working day, the supervisor should intimate the BUH / DH and the HR Department.

3.2 Job Abandonment Cases

1. The process would commence when an employee stops coming to office for three consecutive working days without any intimation or approval from the supervisor. Such a move would result in issuing the first warning letter by the HR
2. If an employee is on approved leave and does not resume office on the day without intimation, the HR would send the first warning letter via email
3. There would be no delay in sending the first warning letter unless there is an approval from the AVP / VP of the business unit to initiate extra efforts to trace the employee. Under no circumstances would the letter be delayed by more than seven days over and above the three days of continuous absence
4. It is the responsibility of the supervisor / skip-level manager to intimate the HR in such cases

Steps to be followed	Timelines	Accountability	Information required	Comments
Employee exit information to reach HR in the form of a formal e-mail/ letter by the Supervisor/ BUH	Three working days from the date employee abandons the job	Supervisor/Skip-level Manager	Date of abandonment	Any delay in sending information may have larger implications for the company
Update the absconding tracker	Within one working day from receiving the information	HR	As per the format in the separation tracker	A tracker would be maintained by the HR department to capture all job abandonment cases
Send out warning letter(s)	First warning Letter- Post three working days (on the 4 th working day). Second warning letter- EOD 7 th calendar day from the date of 1st letter being sent out (including that date)	HR	Warning letter and termination letter will be sent as per the abandonment tracker	Send the warning letter through Registered A/D to both permanent and temporary address. Alternatively an email can be sent to the employee's official and alternate email ids

3.3 Job Abandonment Conditions

1. Employee reports to work after getting warning letter:
 - a. If an employee reports back to office after receiving the warning letter and desires to work with the company, then the employee needs to inform the employer mentioning the reasons for not reporting to office duly signed, which if substantiated, the employee will be given another opportunity letter
 - b. However, if the reason is not substantiated, the case will be dealt with as per forced resignation
2. Employee informs absence due to medical reasons:
 - a. In case an employee informs absence due to medical reasons, it has to be supported by medical reports or certificates within seven days failing which job abandonment procedure would commence

3.4 Termination Due to Misconduct or Performance

The process would commence when an employee grossly infringes the Code of Conduct laid out or is unable to perform despite all assistance provided.

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Steps to be followed	Timelines	Accountability	Information required	Comments
Document the case and gather all relevant data to establish the case	On-case-by-case basis	Supervisor/Skip-level Manager	Ensure that the case has enough substance for termination. Full documentation of reasons and incidents, which call for termination of an employee must be gathered	HR authority matrix, which includes AVP & VP, would examine all the facts and initiate the process
Discuss the case with the employee and substantiate with facts available	On-case-by-case basis	Supervisor/HR/Skip-level Manager	The documented case and the relevant documents (from the previous step)	In misconduct cases, if the employee is not reporting to work, the show cause notice would be sent directly
Show cause letter would be issued to the employee		HR	Show cause notice for seeking explanation would state the issue and seek explanation from the employee in writing	Written explanation is taken from the employee. This would provide the employee a fair opportunity to present the views or facts about the incident
Employee submits an explanation in reply to the show cause/notice served on him				Explanation to be handed over to HR. HR and authority matrix (AVP & VP) would assess whether another opportunity needs to be provided to the employee. Final step of initiating termination may only be taken if they decide that based on the fact that no further opportunity can be given to the employee.
In case an employee's explanation is not acceptable or in case there is no response from the employee on the notice given				If the employee refuses to accept the termination letter, send by Registered A/D. In case the explanation is found valid and another opportunity needs to be given, the HR department must acknowledge an acceptance of explanation for the closure of the case.

4. Role of HR Department in Separation

1. Employee shall be given acceptance of resignation on the last working day
2. The HR Department would send a notification to all the relevant departments like Administration (for keys, food bills if any) and IT. This is to ensure that there is no security breach and financial exposure
3. In resignation or termination cases, the HR department will ensure that the IT department disables access to systems such as network & server domain, email, access card, internet & other communication systems one day prior to the last working day of the employee
4. In case of job abandonment, the HR department will ensure that the IT department disables access to systems such as network & server domain, email, access card, internet & other communication systems on the very first day
5. The HR department will ensure that the employee leaving the organisation surrenders access card, access keys of filing cabinets & storage shelves, laptops, mobile computing device and any files, documents, manuals, brochures to the relevant stakeholders
6. The HR department would hand over a copy of the separation form and conduct an exit interview for smooth clearance
7. The HR department to file all relevant documents in employee's personal file

The exit interview will be conducted by the HR Head and the records will be maintained in the Exit Interview Form. (Annexure - 1)

5. Withdrawal of Resignation

In the event an employee is serving the notice period and decides to stay back with the organization.

Steps to be followed	Timelines	Accountability	Information required	Comments
A resignation withdrawal letter or email is required	Whenever employee decides to stay back with the organisation while serving notice period	Supervisor	HR to be intimated along with the letter/email to be sent by supervisor	HR would maintain a separation tracker and forward the required information to the Finance & IT departments

6. Full & Final Settlement and Notice Period

1. The notice period of each employee is decided based on criticality of role, responsibility and tenure. It is at the discretion of the aligned BUH / AVP / VP to waive off / reduce the notice period. The notice period waiver process will be initiated by AVP / VP of the aligned business unit and requires CEO / COO approval for further processing
2. Failure to provide the agreed notice period shall render the employee liable to pay SGA notice period salary in lieu thereof

3. It is the employee's responsibility to complete the handover process during the notice period before leaving SGA. This is required for a smooth transition in his / her absence

7. Annexure – 1 - Exit Interview Form

Employee name:		Reporting Manager:	
Employee ID:		Designation:	
Location		Department	
Date of joining		Date of leaving	

Feedback about the organization

Feedback about the work practices

Feedback about the policies & procedures

Feedback about the leadership

Any suggestions for improvement

Reasons for leaving (As understood by the interviewer)

Name and signatures of the interviewee: