

EXIT POLICY is applicable to all the employees of BPOC Group companies.

Types of Separation:

Separation of employees from the service of a company can occur in any of the following ways

- a. **Voluntary resignation**
- b. **On account of Termination**
 - **On Account of non-performance**
 - **On disciplinary ground**
 - **On account of unauthorized absence (Absconding)**
- c. **Superannuation or reaching the age of Retirement**

Exit policy for Voluntary resignation:

- Any employee desire to leave the service of the company will have to submit resignation letter to their immediate boss by stating the reason of the same.
- The reporting manager or HOD will provide his acceptance or non-acceptance by detailed discussion with the concerned employee.
- In case of acceptance last date working day should be clearly mentioned and communicated to HR.
- All employees will have to serve requisite notice period as per the terms of his /her appointment letter or circular issued from time to time
- Employees must serve the notice period of at least one month in case of Band- I & Band-II and notice period is two month in case of Band- III/Band IV/Band-V/Band-VI.
- In case the employees leave the organization before serving the notice period, the employee has to pay the company an amount equivalent to salary for the unserved notice period.
- During notice period the employee needs to conduct smooth handover of his current responsibilities.
- The company reserves the right to extend the notice period if the employee goes on leave during notice period.
- In case of Notice period waive off, the shortfall amount will always be first adjusted against available leave balance of the existing employee.
- You will be responsible for safe keeping and return in good conditions and order, of our property, data, documents, papers, files etc. which may be in your custody, care, use or charge in course of discharge of your duties. The employee needs submit the no dues certificate with clearance from all the departments such as IT and Accounts with approval from the reporting manager to HR department before leaving the organization for further process of his /her exit.

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- HR will conduct an Exit interview of all resigned employees. For senior level employees it is recommended that along with a formal written exit interview, an informal one to one discussion will be carried out by a senior central HR functionary.
 - Full and final settlement payment will be processed on 20th of the subsequent month and the full and final settlement dues will be credited to his/her bank account after deduction of all unsettled expenses/notice pay/any other dues as per the HR policy of the company.
 - In case of any recovery, the relieving letter shall be issued on receipt of the payment from the concerned employee.

Exit policy for Terminated employee:

- Termination is on account of unauthorized or repeated absence/**poor performance.**
- **Any employee remaining absent for more than 7 days without information will be considered as voluntary abandonment and in such case the person concerned will be loose the lien on his/her employment and all severance benefits shall be forfeited.**
- It will be governed by service rules.
- Termination would be decided by Supervising Manager in consultation with the Center Head.
- An employee can be terminated for breach of conduct, where the management has lost confidence and trust on the employee by giving adequate reasons and without notice pay.
- In case of termination due to indiscipline arising out of misconduct, client feedback and non-performance the company will terminate the services after following standard procedure as per the HR Policy of the company.
- In case of termination Full and final settlement payment will be done 20th of the subsequent month and settlement dues will be credited to his/her bank account after deduction of all unsettled expenses/notice pay/any other dues as per the HR policy of the company.

Exit policy of Superannuation or Retirement from service:

- An employee shall superannuate at the age of 58years.
- The date of Superannuation shall be calculated on the basis of birth certificate or HSC certificate submitted by employee while on joining.
- HR should inform the Reporting Manager and center Head whenever the employee is reaching Superannuation at least one month in advance.
- HR should complete the no dues formalities before the concern employee leaving the organization for further process of experience certificate and full and final settlement.



Exit Interview: Exit interview is conducted by face to face; the record from of interview will be marked as confidential and forwarded to Manager of the organization for development.

- For Customer Care Executive: Exit interview will be conducted by Zonal HR.
- For Team Leader and above: Exit interview will be conducted by Zonal HR in written questionnaire format.
- For manager and above an exit interview will be conducted by Central HR.