

Sample exit interview policy/procedure, #1

EXIT INTERVIEW POLICY

The purpose of this policy is to identify workplace, organizational or human resources factors that have contributed to an employee's decision to leave employment; to enable the company to identify any trends requiring attention or any opportunities for improving the company's ability to respond to employee issues; and to allow the company to improve and continue to develop recruitment and retention strategies aimed at addressing these issues.

This policy covers the procedures to be adopted when members of the company leave employment for whatever reason.

SCOPE:

This policy applies to all employees including employees taking early retirement and voluntary severance. Exceptions include temporary or contract employees and employees discharged for cause.

Human Resources, or a third-party firm designated by Human Resources, will conduct exit interviews with employees, once the employee-confirmed departure date has been received.

PROCEDURE:

[For face-to-face exit interviews]

The designated human resources representative will contact the employee in writing, inviting him/her to attend an exit interview at a mutually convenient time. The exit interview should take place as soon as possible after the confirmed leaving date has been received by human resources.

The employee will be asked a standard set of questions and given a chance to discuss any concerns of information they feel would be beneficial for the company to know about their employment experience at the company.

If an employee chooses not to participate in an exit interview, he/she will be encouraged to complete an *Exit Interview Questionnaire*.

[For electronically conducted exit interviews]

The designated human resource representative will contact the employee in writing, inviting him/her to participate in an exit interview. The exit interview should take place as soon as possible after the confirmed leaving date has been received by human resources.

The employee will be asked to complete a standard set of questions and given a chance to provide written feedback or any information they feel would be beneficial for the company to know about their employment experience at the company.

To ensure anonymity of the exit interview process, exit interviews will be conducted electronically. Departing employees will be assigned individual access codes in order to access the Internet-based *Exit Interview Questionnaire*. All access codes will be assigned by human resources and will be kept confidential. It is the intention of the company to give departing employees the opportunity to complete the exit interview process prior to their departure. [Note: To increase the percentage of participation in exit interview surveys, particularly Internet-based surveys, consider offering a gift card incentive.]

In situations where on-site completion of the survey is not possible or practical, a letter of explanation, containing an access codes and a description of the process will be mailed to the employee's home address.

VOLUNTARY PARTICIPATION AND CONFIDENTIALITY:

Employees are responsible for participating in the exit interview process on a **voluntary basis**. If an employee chooses to participate in an exit interview, he/she will be encouraged to be honest, candid, and constructive in their responses.

The information received through Exit Interviews will be confidential. No specific information that could possibly be traced back to an ex-employee will be disseminated or discussed.

REPORTING:

The information will be analyzed regularly by Human Resources to identify areas or determine trends that may need to be addressed. Periodically, human resources will share their analysis and recommendations with designated members of the staff and/or corporate management team.

The analysis and review will include

- appropriate statistical information regarding the number and distribution of employee departures during the preceding year and her/his reasons for leaving;
- an analysis and discussion of any trends or common themes which are suggested by the exit interview feedback;
- a summary of any actions or interventions taken during the year on the basis of exit interview information; and
- any actions the Department feels are required in order to address any concerns or opportunities which are identified through exit interview feedback.

(CCH; 12/08)