

<b>DEPARTMENT:</b>	Human Resources	<b>POLICY TITLE:</b>	Exit Interview Policy
<b>EFFECTIVE DATE:</b>	7/1/2019	<b>APPROVAL DATE:</b>	6/20/2019
<b>APPROVED BY:</b>	Management Compliance Committee	<b>POLICY NO.:</b>	HR-EXIT-01

**PURPOSE:** CleanSlate’s employee exit interview policy presents our method of gathering useful information about our company from employees who resign or are terminated. When employees leave our company, they may feel more comfortable sharing experiences they had while working for us.

Specifically, we want to discover:

- Why an employee is leaving.
- What an employee liked or disliked about our company.
- Whether official job descriptions reflect our employees’ actual work.
- What we can improve to make our workplace more efficient and pleasant.
- Did they leave due to concern related to a safety or compliance issues that was not properly addressed?

**POLICY:** All employees who leave the company voluntarily or are terminated will be given the opportunity to participate in an exit interview.

**PROCEDURE:** Exit interviews are discussions with employees who resign or are terminated aimed at exploring their reasons for leaving our company to discover opportunities for improvement by the company. In-person interviews help us gather more granular insight. We may use questionnaires or phone interviews, if employees find those more convenient. HR is responsible for organizing and coordinating, and in certain cases, conducting exit interviews. Typically, CleanSlate uses external consultants to conduct the exit interviews.

**Exit interviews are voluntary.** There won’t be any repercussions for employees who refuse to participate (e.g. references and payouts won’t be affected). To encourage participation, we will offer gift cards to employees who agree to participate in an exit interview.

**Conducting exit interviews.** As a general rule, these discussions should focus on gathering information from employees and understanding their perspectives. Exit interviews should not:

- Negotiate to persuade an employee to stay
- Get defensive when employees share negative experiences
- Focus only on getting negative feedback

#### **Interview format**

Interviews may be held in-person, over the phone or through a video platform. The length of each interview may vary, but it should generally last approximately sixty (60) minutes. Exit interviews should be closed on a positive note, thanking employees for their time and feedback.

Serious issues that may be uncovered during exit interviews. If interviews unearth serious incidents (e.g. harassment, discrimination, embezzlement), HR should act immediately and according to company policy. They should inform employees that they may have to disclose some of their feedback to other appropriate parties.

**Confidentiality**

HR should assure exiting employees that interview records are confidential. HR should tell employees how they'll present results to management (e.g. in aggregate form or anonymous feedback.)

**Procedure**

After an employee submits a notice of resignation or is terminated, an employee will receive a call in approximately two (2) weeks. The representative from the third party will explain to the former employee that the exit interview is confidential and that their name will not be used when reporting findings to management.

In certain situations where there may be an alleged compliance concern involving the employee's resignation, the CHRO and General Counsel may require an exit interview with the employee prior to their last day. Ideally, interviews should take place before employees' final week of work. HR should avoid scheduling interviews for an employee's last day unless there's no other opportunity.

HR is responsible for analyzing data from exit interviews and sharing insights and recommendations with senior management. They may report on results annually, quarterly or more frequently if needed (e.g. if a large number of employees leave within a certain period).

**Follow up survey.** Six months after an employee's initial exit interview, we may follow up with an exit survey. This practice can help us confirm employees' initial reasons for leaving, or gain feedback they may have been reluctant to share before. HR should inform employees that they might receive an email survey before sending it.

<b>REFERENCES:</b>	
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<b>REVISION HISTORY:</b>	
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