EXIT INTERVIEW POLICY

Rev	Date	Revision Record	Prepared by	Reviewed by	Approved by
00	09/09/19	1st Issue	RM	RG	NY

1.0 PURPOSE

The purpose of this Policy is to provide a means by which the SAIFCO management identifies the factors which may have contributed to an employee's decision to leave the company. With a view of identifying any issue requiring attention or any opportunities for improving SAIFCO ability to respond to employee issues and to retain the key people.

2.0 SCOPE

Applicable to all SAIFCO employees.

3.0 DEFINITIONS

None

4.0 RESPONSIBILITY

HR/ADMIN Manager; to ensure that exit interview is implemented as per the policy

5.0 PROCEDURE

5.1 This policy applies to all SAIFCO employees who successfully passed the six (6) months' probation period. The employees shall be requested to participate in an exit interview if their employment has been ended through voluntarily resignation.

5.2 This Procedure shall also be applicable to any permanent SAIFCO employee whose position changes from one department to another for reasons other than promotion or temporary secondment arrangement (e.g., lateral transfer or voluntary demotion, for reasons unrelated to workplace accommodation).

5.3 The HR Manager/ representative (PRO) shall be responsible of the following:

5.3.1 Maintaining and overseeing the exit interview process after ensuring the resignation matrix approvals are strictly followed (Appendix-1).

5.3.2 Ensure to review the exit interview results and following up with Departments or immediate supervisors.

5.3.3 To recommend immediate action in response to circumstances where necessary.

5.3.4 Analyzing and reporting the consolidated exit interview results on regular basis with recommendations for addressing problems/issues identified.

5.3.5 Ensuring the all employees who terminate their employment with SAIFCO have either been interviewed or have declined the opportunity.

5.3.7 Ensuring the confidentiality of Exit Interview Questionnaires once received.

5.4 The Employees are responsible of the following:

5.4.1 Participating in the exit interview process on a voluntary basis. If an employee declines the interview, he/she shall be asked to fill out and sign the Exit Interview Questionnaire confirming that they were advised of this policy.

5.4.2 If an employee chooses to participate in an exit interview, he/she will be encouraged to be honest, candid, and constructive in their responses.

5.4.3 **Exit Interview Process:** The exit interview process will normally occur as per below sequence:

a. Upon becoming aware that an employee will be terminating his/her employment, the employing department will determine if the employee comes within the scope of this procedure.

b. Any departing employee, who comes within the scope of this procedure, will be contacted by a designated HR officer/ representative to request her/his participation in an exit interview and to schedule a convenient time for doing so. If at all possible, Exit interviews **must** be conducted within 10 days of resignation.

c. The HR Manager/Officer (PRO) should explain to the employee that the exit interview will be performed by the HR Department, and that the information and feedback provided will be confidential and will not be used against them in any way. The employee should also be advised that the employee's Exit Interview Questionnaire will be maintained in HR Dept., and will not be copied to her/his respective employing department without his/her approval.

Note: The Operation Manager shall be copied with all the Exit Interviews in order to evaluate the factors which require attention to respond SAIFCO employees issues.

6.0 ATTACHMENTS

Type	Name	Number/Code
Form	Exit Interview Questionnaire (Staff)	IMS/ADMN/EI/02/01
Form	Exit Interview Questionnaire (Labor)	IMS/ADMN/EI/02/02
Matrix	Resignation Approval – Matrix	Appendix-1

QHSE MANAGEMENT SYSTEM	SAIFCO Electromechanical Works (LLC)	
Document Name: **Exit Interview Survey**	QHSE Ref. No.	IMS/ADMN/EI/02/01 Rev.00
	Date:	

SAIFCO is genuinely concerned with continuing to improve our work culture. To do so, we would appreciate you taking time to share with us your truthful assessment and thoughts concerning your experience with us by completing and returning the following survey to Human Resources Department.

1.0 General Information:

Staff No.:		**Joining date:**	
Name:		**Dept/Project:**	
Job Title/ Category:		**Exit Date:**	

2.0 Satisfaction Level:

1	2	3	4	5
Not Satisfied (20%)	Slightly Satisfied (40%)	Moderately Satisfied (60%)	Satisfied (80%)	Very Satisfied (100%)

3.0 Survey Questionnaire:

	3.1 About the Company Management	Satisfaction Level
1	SAIFCO Management cared about People.	
2	SAIFCO Management created an effective structure.	
3	SAIFCO Management set a high standard of performance	
4	I believe upper management did a good job in communicating about changes or decisions that affect employees.	
5	SAIFCO offered a high quality product and service to its customers	

	3.2 About My direct Supervisor/ Manager	Satisfaction Level
1	My supervisor recognized my contributions towards the company.	
2	My supervisor set an example for others to follow.	
3	We partnered effectively to achieve goals.	
4	My supervisor gave me useful feedback on my performance.	
5	My manager was fair and provided support to me to better perform my tasks.	

3.3 Work Environment		Satisfaction Level
1	I could manage with work pressure and work related stress.	
2	There was an adequate communication between departments regarding changes or decisions that affect employees.	
3	During the last 6 months, someone had communicated with me about my development.	
4	In the past 2 months at work, workmate helped me even though it was not in his job description?	
5	Is multi cultures in SAIFCO made the work environment better?	

3.4 Compensation		Satisfaction Level
1	The compensation I received commensurate my performance level.	
2	My salary was in line with the current market rates as per my skills and experience.	
3	I am satisfied with my salary.	
4	Reward system and incentive consistently applied to me.	
5	I believe that the benefits package offered to me was attractive compared to other organizations	

3.5 Personal Development		Satisfaction Level
1	My job provided me with an opportunity to learn and grow professionally.	
2	I was given adequate training to do my job	
3	The tools that I had to work with allowed me to perform at a high level	
4	My Job provided me with many challenging work to do.	
5	My Job tasks and description were clear and met my career objectives	

3.6 Overall Satisfaction		Satisfaction Level
1	My Level of satisfaction aligned with my expectations	
2	I would recommend SAIFCO to friends and family as good place to work	

4.0 Reason of Leaving:

Please select the most significant reasons for leaving SAIFCO:

- ☐ Better Package
- ☐ Work Environment
- ☐ Growth Opportunity
- ☐ Direct Manager
- ☐ Relocation
- ☐ Personal Reason
- ☐ Self Employment
- ☐ Others:_____

Three suggestions you would like to offer to improve SAIFCO as an employer.

1) _____

2) _____

3) _____

Your Phone Number: (Mobile)	
Email Address:	

Would you like Human Resources department to contact you to further discuss: ☐

Date of completing this form:_____

Employee	HR/ Admin Head
Name:	Name:
Signature and Date:	Signature and Date:

QHSE MANAGEMENT SYSTEM	SAIFCO Electromechanical Works (LLC)	
Document Name: **Exit Interview – Labour**	QHSE Ref. No.	IMS/ADMN/EI/02/02 Rev.00
	Date:	

1.0 General Information:

Employee Name:		**Joining date:**	
Tally Nos.		**Last Working Date:**	
Job Title/ Category:		**Contract Type:**	
Current Site Location:		**VISA Info.**	

2.0 Satisfaction Level:

1	2	3	4	5
Not Satisfied (20%)	Slightly Satisfied (40%)	Moderately Satisfied (60%)	Satisfied (80%)	Very Satisfied (100%)

Satisfaction		Satisfaction Level
1	I am satisfied with my current job.	
2	I am satisfied with my current salary package.	

3.0 Reason of Resignation : _____

_____

_____

4.0 Would you like to rejoin the company? Yes/No _____

If NO please state reason: _____

_____

_____ _____

Employee Signature **Date**

_____ _____

Interviewer Signature **Date**

_____ _____

Operation Manager Signature **Date**

QHSE MANAGEMENT SYSTEM	SAIFCO Electromechanical Works (LLC)	
Document Name: **Resignation Approval – Matrix**	QHSE Ref. No.	Appendix-1
	Date:	09th September 2019

SR	Designation	GM	OM	Dept. Head/ Mngr.	PM	CM	Sr. PE	Site Admin.
1	Operation Manager	A						
2	Estimation Manager	A						
3	Procurement Manager	A						
4	Admin Manager	A						
5	Accounts Manager	A						
6	QHSE Manager	A	A/R					
7	PRO	A						
8	IT	A						
9	Project Manager	A	A					
10	Construction Manager		A		A/R			
11	Project Engineer		A		A/R			
12	Site Engineer		A		A/R			
13	QC Engineer		A	A	R			
14	Planning Engineer		A	A	R			
15	Quantity Surveyor		A	A	R			
16	Procurement Expeditor	A		A				
17	Estimator	A		A				
18	Accounts Officer		A	A				
19	Safety Officer/ Inspector		A	A	R			
20	Time Keeper		A		A			R
21	Store Keeper		A		A			R
22	Draghtsman		A		A		R	
23	Site Admin.		A		A			
24	Secretary		A		A			R
25	Document Controller		A		A			R
26	Supervisor		A		A	R	R	
27	Foreman		A		A	R	R	
28	Chargehand		A		A	R	R	
29	Labours		A		A	R	R	

Keys:
R – Recommendation
A – Approval