

Leaving Hanover Policy

Version Number	4
Revision Date	3 rd March 2025
Department	Business Support & Transformation
Author	HR Business Partner
Reason for Policy Creation/Revision	Minor revision. Policy updated to take into consideration leaving through mutual agreement.
Data Protection	This policy complies with our Data Protection Policy & Procedures.
Equalities	This policy ensures that we have equal protection in place for employees
Sustainability	N/A
Proof Read By	Head of HR and OD
Date Approved	12 th March 2025
Approved By	Head of HR & OD
Next Review Due	31 January 2026
Audience – Training and Awareness Approach	Senior Manager awareness will be required given the main change is regarding leaving Hanover by Mutual Agreement.
Effective Date	12 th March 2025
Internal References – Policies & Procedures (Located on The Hub)	<ul style="list-style-type: none"> • Code of Conduct • Disciplinary policy and procedure • Death in Service • Equality, Diversity & Inclusion Policy • Retirement Policy • Redundancy Policy • Leaving Hanover Procedure • Leaving Hanover by Mutual Agreement Procedure • Values behaviour framework
External References	ACAS Code of Practice

1. Policy Purpose

- 1.1 Hanover strives to ensure it is a great employer, creating an environment that attracts and retains our employees. To help achieve this, our employees will be treated fairly and in line with our values at all stages of their employment with Hanover.
- 1.2 The culture at Hanover, as demonstrated through our values is:
 - show RESPECT
 - be ACCOUNTABLE
 - support COLLABORATION
 - promote INCLUSION
- 1.3 This policy has been designed for managers and employees to ensure that when employees inform their manager of their intention to leave Hanover, all relevant processes are followed.

2. Policy Scope

- 2.1 This policy covers all employees, other than casual workers, who leave Hanover permanently.

3. Reason for Leaving Hanover

- 3.1 Employees can leave Hanover for a number of reasons, which can include -
 - Resignation
 - Dismissal by reason of Conduct, Capability
 - End of Fixed-Term Contract
 - Redundancy
 - Retirement
 - Mutual Agreement

4. Definitions

- 4.1 **Resignation** is the termination of employment initiated by the employee. That is, the employee voluntarily decides to end their employment in writing.
- 4.2 **Dismissal** from employment is usually the result of Hanover's Policies and Procedures relating to Maximising Attendance and Disciplinary.
- 4.3 **End of Fixed-Term Contract** is the expiry of a fixed-term contract and is classed as a dismissal.
- 4.4 **Retirement-** There is no default retirement age, therefore it is for the individual to decide when they wish to retire. Hanover's Retirement Policy provides details of the best support and practical information to enable employees with a smooth transition towards retirement.

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4.5 **Redundancy** is a form of dismissal which happens when there is a need to reduce the workforce or review the service provision. Hanover's Redundancy Policy and Procedure provide details about Hanover's approach to redundancy.

4.6 **Mutual Agreement** is where Hanover and the individual agree to terminate the contract of employment. This is only considered in exceptional circumstances and must be approved by the CEO in line with the "Leaving Hanover by Mutual Agreement Procedure".

5. Responsibilities

5.1 **Employee** - Employees have a responsibility to ensure that they:

- Inform their manager of their intention to leave Hanover in writing
- Return any Hanover property in a timely manner
- Participate in exit interviews or questionnaires where possible

5.2 **Manager**- When an employee resigns, a manager has a responsibility to ensure that:

- The leaver notification on Self Service Portal is completed
- Any Hanover property is returned by the leaving employee

5.3 **Payroll**- The Payroll team has a responsibility to ensure that:

- The employee receives their final salary payment following the leave notification
- A P45 is issued to employees

5.4 **Human Resources Team** – The Human Resources Team has a responsibility to ensure that:

- The Leaving Hanover Procedure is fully checked and completed.
- Coordinate exit interviews/questionnaires where possible
- Produce monthly leavers reports & carry out regular reporting.
- Examine reasons for leaving and support managers where patterns emerge

6. Monitoring & Evaluation

6.1 The HR team will produce monthly analytical reports on leavers, Hanover will aim to identify and report any learning trends or issues arising from employees leaving for Hanover's Senior Management Team (SMT). Staff Turnover KPIs are reported to both the Audit Performance & Risk Committee quarterly, and the People Committee every six months.

7. Review

7.1 The policy will be reviewed every three years or earlier as required.

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Revision History

<u>Version Number</u>	<u>Revision Date</u>	<u>Approval Date</u>	<u>Approved by</u>	<u>Review Reason</u>
1				
2				
3	31/1/2023	31/1/2023	SMT	
4	12/3/2025	12/3/2025	Head of HR and OD	Add reference to "Leaving Hanover by Mutual Agreement Procedure"