



## Leaving Hanover (Resignation & Retirement) Procedure

### 1. Introduction

- 1.1 In accordance with the Leaving Hanover policy, this procedure provides guidance for managers and employees to undertake when an employee decides to end the employment relationship with Hanover whether by resignation or retirement.
- 1.2 **Resignation-** Leaving Hanover Procedure should be followed when an employee ends their employment contract in writing by considering their contractual notice period.
- 1.3 **Retirement-** Leaving Hanover Procedure should be followed for employees who wish to retire with the main difference being that an employee may have spent a longer time than their notice period in planning and considering their decision. Hanover's Retirement Policy provides details of the best support and practical information to enable employees with a smooth transition.
- 1.4 **Dismissal, Redundancy & End of Fixed Term Contract-** Please refer to relevant policy and procedure for details.
- 1.5 **Mutual Agreement –** Where an employee is leaving Hanover through Mutual Agreement the “Leaving Hanover by Mutual Agreement Procedure” should be followed. See Appendix 4.

### 2. Resignation

- 2.1 An employee wishing to resign from Hanover should-
  - Meet, or call, their Manager and tell them of their intention to resign.
  - Confirm their resignation in writing to their manager and the HR Team stating the date on which they wish their resignation to become effective, considering their contractual notice period.
  - Resignations cannot usually be withdrawn however a request to withdraw a resignation can exceptionally be considered by the employee's manager.

### **3. Notice period**

- The notice period required is detailed in the employee's Conditions of Service.
- The notice period will commence on receipt of the resignation letter.

### **4. Process for Managing an Employee Leaving**

#### **4.1 When receiving an employee's intentions to leave Hanover:-**

- Managers should arrange to meet with the employee as soon as possible to agree on their last day of service and promptly submit the Leavers Form on the HR Portal.
- HR will write to the employee to formally accept their resignation and confirm the details including any outstanding annual leave.
- Managers will agree on the schedule of work and outline any handover by the employee's leaving date.
- Managers should ensure that the employee has returned all Hanover's property.
- In consultation with Human Resources, managers should ensure providing references, upon request to future employers.

### **5. Exit Interview**

- When an employee leaves due to reason of resignation, it is recommended that feedback on their employment is gained via an Exit Interview. The Exit Interview will be carried out by a member of the HR Team.
- The purpose of the interview is to understand why the employee is leaving, to seek constructive feedback from their experience with Hanover and to seek suggestions for retention of employees in the future.
- The format for the Exit Interview is based on the online Exit Questionnaire issued to the leaving employee following the completion of Leaver's Form in HR the Portal.
- If the employee does not wish to undertake the Exit Interview when they should be offered the opportunity to complete the online Exit Questionnaire and submit this to HR.

### **6. Annual Leave**

- When an employee leaves part way through a financial year they are only entitled to accrue annual leave for the last complete month they work i.e., up to the last available working day on their normal working pattern.

- Please refer to Hanover's Time off Policy for calculation details.
- Where more annual leave has been taken than the employee is entitled to, this will be deducted from their final salary.
- Where there is annual leave outstanding, the employee can be paid for this or their last day of service extended beyond their last working day to accommodate the annual leave.

## **7. Personal files**

- A copy of any documentation relating to the employee's employment including all termination documentation should be placed onto the employee's personal file.
- In accordance with GDPR legislation for retention periods, a leaver's personal file should be held securely for 6 years after their leaving date.

## **8. Leaving Hanover- Procedure Appendices**

- Appendix 1 - Leaving (Resignation and Retirement) Procedure Flow Chart
- Appendix 2 - Leaver- Acknowledgement of Resignation or Retirement Letter.doc
- Appendix 3 - Exit Interview Questionnaire
- Appendix 4 – Leaving Hanover by Mutual Agreement Procedure

## **9. Related Policies and Procedures**

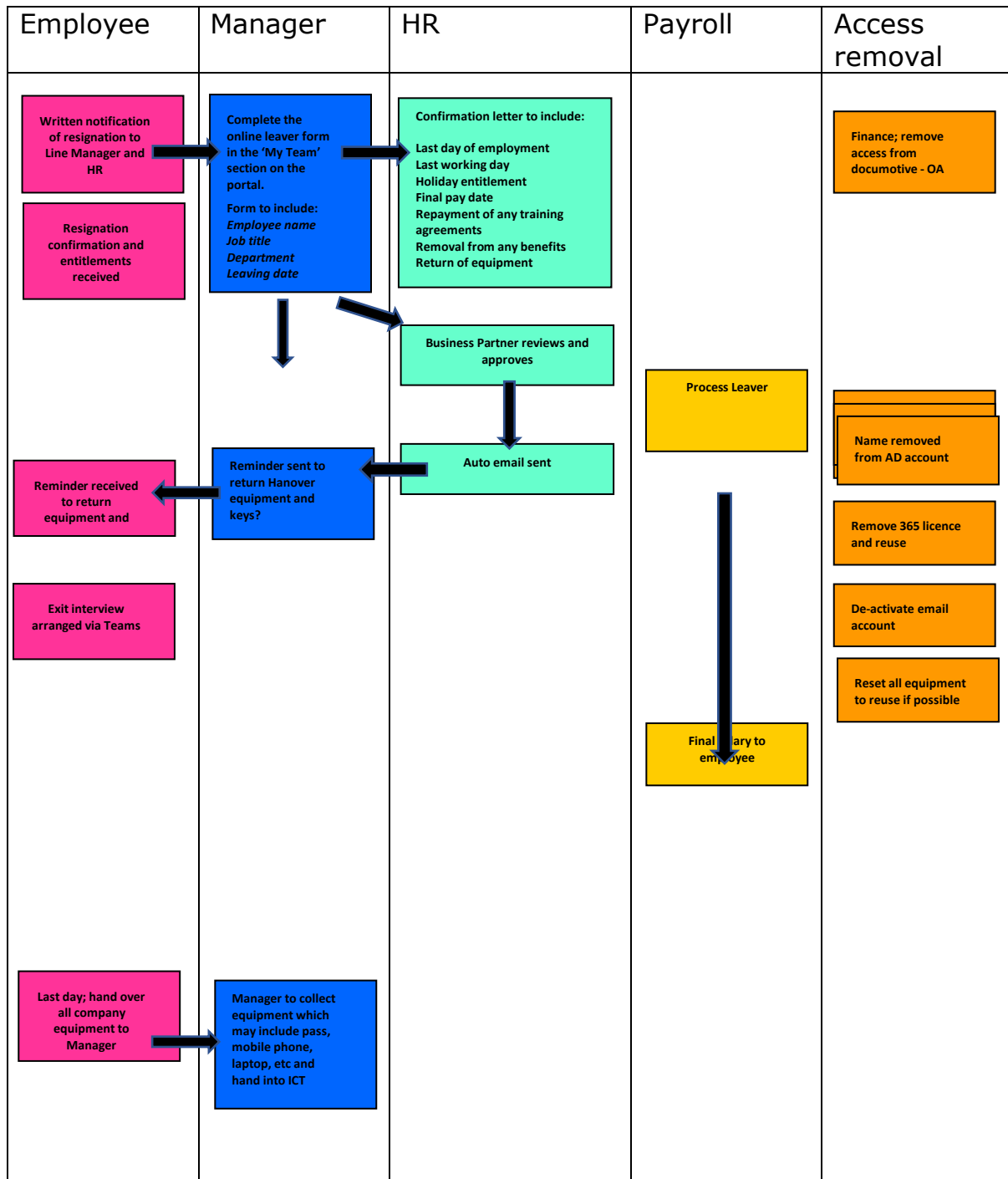
- Retirement Policy
- Leaving Hanover Policy
- Values behaviour framework
- Code of Conduct & Disciplinary Policy

<b>Department</b>	Business Support and Transformation
<b>Author</b>	People Partner
<b>First Approved</b>	31 January 2023
<b>Approved By</b>	SMT
<b>Most Recent Review</b>	13/3/2025
<b>Review approved by</b>	Head of HR and OD
<b>Next Review Due</b>	13/3/2028

## **Revision History**

<u>Version Number</u>	<u>Revision Date</u>	<u>Approval Date</u>	<u>Approved by</u>	<u>Review Reason</u>
1		31/1/2023	SMT	
2	13/3/2025	13/3/2025	Head of HR&OD	Add reference to "Leaving Hanover by Mutual Agreement Procedure"

## Appendix 1- Leaving (Resignation and Retirement) Procedure Flow Chart



## Appendix 2- Acknowledgement of Resignation or Retirement Letter

### Private & Confidential

«Title» «First\_Name» «Last\_Name»

«Address\_Line\_1»

«Address\_Line\_2»

«TownCity»

«Region»

«Post\_Code»

13 March 2017

Dear (Name)

### Acknowledgement of Resignation / Retirement

Thank you for your letter of **date** confirming your resignation from your post of **job title**.

I confirm that your last day of employment with Hanover will be DATE and your last working day will be DATE.

Your final salary will be paid to you on **pay date** and will include payment in lieu of days accrued but unused annual leave entitlement.

**Or**

a deduction of confirm number of annual leave days taken in excess of entitlement days' pay in respect of annual leave days taken in excess of your leave entitlement).

I can confirm that your P45 will be sent to a personal email address along with your final pay slip. I would be grateful if you could confirm your personal email address for future correspondence.

All Hanover property should be returned by you no later than your final working day. Please note, in the interests of security and protection of Hanover's property, we reserve the right to recover items from you should these not be returned as required.

Please ensure the return of the following:

**Include/delete the following as applicable**

Checklist of equipment return

Keys – including access wipe cards, alarm fobs, master keys or any other keys for desks, cabinets, etc	
ID badge	
IT Equipment – including laptop, monitors, mouse, keyboard, etc	
Mobile phone – returned with charge and PIN access	
Finance – return monies due e.g., expenses	
Car – must be returned in a clean and serviceable condition as per policy	
Any other items – including PPE	

Finally, I would like to take this opportunity to thank you for your service with the Hanover and to wish you all the best for the future.

Should you have any queries in relation to the above please don't hesitate to contact me.

Yours sincerely

**(signatory and title)**

**Appendix 3- Exit Interview Questionnaire**  
**Please note this is a Mircosoft Teams Form which is issued once the manager submits a leaver on the HR system**

## Hanover Scotland Exit Questionnaire

Before you decide to take part in this questionnaire it is important for you to understand why you are being requested to complete the questionnaire. Please take time to read the following information carefully and discuss it with others if you wish. A member of the team can be contacted if there is anything that is not clear or if you would like more information.

\* Required

### Purpose

Hanover strives to provide excellent employment experience for all employees. The exit questionnaire provides an opportunity for an employee to discuss the workplace environment, concerns about misconduct, or issues within management. It is important to Hanover to learn how employees feel about how management teams handle issues in the workplace and what bearing this had on whether or not an employees wishes to stay or leave the Association.



## Leaving Hanover (RESIGNATION & RETIREMENT) PROCEDURE

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### Why have I been chosen?

Hanover is committed to ensuring that there is an ongoing facility for all employees leaving the Association are offered the opportunity to share their experience.

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Do I have to take part?

Taking part in this Exit Questionnaire is entirely voluntary and that refusal or withdrawal will involve no penalty or loss, now or in the future.

### What will happen to me if I take part?

The exit questionnaire is online via this form. Assessments will take approximately 10 minutes to complete. Answers are recorded and treated as privileged and confidential. Confidentiality extends to department heads and the Human Resource Department. Answers received have no bearing on your ability to receive an employment reference from the Association. Hanover Scotland honours its duty to retain integrity in service of both employees and ex-employees.

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## Consent

Answers provided will be treated with respect and confidentiality. Information provided may be shared with department heads and are collated with other responses to form part of a wider evaluation.

By participating with the Hanover Exit Interview Questionnaire and submitting your answers to the questions, you express consent that:

- *I have had the opportunity to ask questions and had them answered*
- *I understand that all personal information will remain confidential and that all efforts will be made to ensure I cannot be identified (except as might be required by law).*
- *I agree that data gathered in this study may be stored anonymously and securely, and may be used for future research.*
- *I understand that my participation is voluntary and that I am free to withdraw at any time without giving a reason.*
- *I agree to take part in this study*

# Leaving Hanover (RESIGNATION & RETIREMENT) PROCEDURE

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## General Information

This information helps us understand where to focus our efforts when data is collated with other responses.

1. Job Title \*

2. Job Level \*

- ☐ Executive
- ☐ Director
- ☐ Line Manager
- ☐ Supervisory / Team Leader
- ☐ Team Member
- ☐ Casual Employee

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### 3. Length of Service \*

- ☐ Did not complete probation
- ☐ Under 1 year
- ☐ 1-2 years
- ☐ 3-5 years
- ☐ 6-7 years
- ☐ 8-10 years
- ☐ 11-20 years
- ☐ 21-29 years
- ☐ 30+ years

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4. Age \*

- ☐ 16-17
- ☐ 18-24
- ☐ 25-32
- ☐ 33-40
- ☐ 41-52
- ☐ 53-61
- ☐ 62-75
- ☐ 75+

5. Gender \*

- ☐ Woman
- ☐ Man
- ☐ Non-binary
- ☐ Prefer not to say

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### 6. Primary Reason for Leaving \*

- ☐ Retirement
- ☐ End of Contract
- ☐ Career Progression
- ☐ Family and/or personal reasons
- ☐ Relocation
- ☐ Career Change
- ☐ Redundancy
- ☐ Unsatisfactory Pay
- ☐ Unsatisfactory Benefits & Perks
- ☐ Issues with Line Manager / Company
- ☐ Other



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## Conditions of Service

Where 1 star is 'poor', and 5 stars is 'Excellent'; please rate the below:

7. Salary received for the post \*



8. Holiday Entitlement \*



9. Sickness Provisions \*



10. Pension Scheme \*



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11. Working Conditions \*



12. Flexi-time (if applicable to post)



13. Maternity / Paternity Leave



14. What benefits would you have liked to have seen introduced by Hanover?

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### Job Role

Where 1 star is 'strongly disagree', and 5 stars is 'strongly agree'; please rate the below:

15. **If recruited within the last 3 years.** Your role was accurately described at recruitment stage



16. Your job description accurately reflected your role \*



17. The role met your expectations following recruitment \*



18. Goals and targets were clear \*



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19. Expectations were clearly communicated \*



20. You had adequate resources to enable you to carry out your role \*



21. You felt valued as a member of staff in your role \*



22. Where you awarded 3 stars or less, what suggestions would you make to improve the experience?

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### Training and Development

Where 1 star is 'strongly disagree', and 5 stars is 'strongly agree'; please rate the below:

23. If recruited within the last 3 years, you received an adequate induction when you joined Hanover.



24. I was allocated a buddy when I joined \*

☐ Yes

☐ No

25. You received adequate training and development from Hanover to enable you to carry out your role \*



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26. My manager / supervisor provided regular feedback about my performance \*



27. Development opportunities were offered fairly \*



28. I understood what training and development was available to me \*



29. I am happy for someone from Hanover Scotland to contact me about any serious concerns that I have raised. \*

☐ Yes

☐ No

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