



Employee Separation Procedure

Objective

To establish a consistent, compliant, and streamlined process for managing both voluntary and involuntary terminations. This SOP ensures that Human Resources (HR) is involved at the appropriate stages to support legal compliance, protect company interests, and provide a respectful and seamless transition for employees. Our goal is to expedite the exit process by ensuring all terminations are finalized within 72 hours of the employee's last day. Timely action enables accurate reporting, safeguards team well-being, and secures company assets and information. Upon receiving any resignation or termination notice, immediate or future-dated, supervisors must promptly initiate the outlined separation procedures.

Procedure

Voluntary Terminations (Resignations)

Employee Notification

- When an employee provides verbal or written notice of resignation, the manager must:
 - Thank the employee for the notice.
 - Ask for a formal **written resignation letter** with a specific last working day. This is a required step; the notice can be provided via text message, email, or letter.
 - **Notify HR** within 48 hours by emailing HR@whitewatercw.com and their respective HR representative. *(This ensures a proper exit interview can be conducted)*

HR Follow-Up

- HR will:
 - Acknowledge receipt of the resignation.
 - Schedule Exit Interview
 - Coordinate final pay and benefits status.

Manager Responsibilities

- Managers are expected to maintain professionalism and discretion.
- Do not promise any specific outcomes (e.g., rehire eligibility) without HR approval.
- Work with leadership to plan knowledge transfer or transitions.
- Complete and submit an Employee Separation Request Form (Instructions below)
- Finalize the Separation Checklist (Instructions below)

Involuntary Terminations

Initial Consideration

- If a manager believes termination may be appropriate due to:
 - Performance issues
 - Policy violations
 - Business needs (e.g., reduction in available hours)
- **Immediately contact HR before taking any action or speaking to the employee.**

HR Review & Approval

- HR will:
 - Review the situation for documentation, policy compliance, and legal risk.

- Collaborate with the manager on any required investigations, documentation, or performance improvement steps.
- Partner with leadership determine appropriate timing and logistics for the termination.

Finalizing the Termination

- Once approved, HR and the manager will:
 - Align on the termination message and delivery.
 - Schedule the termination meeting with HR present (in person or virtually).
 - Ensure all final documentation, including separation notices and return of company property, is prepared.
 - Complete an Employee Separation Request (Instructions below)
 - Finalize the Separation Checklist (Instructions below)

Day of Termination

- The meeting should be brief, respectful, and consistent with HR guidance.
- HR or the manager will:
 - Explain the decision and next steps.
 - Provide final pay details and benefits information as required by law and company policy.

Separation Paperwork Process for Managers

Proper Communication

- Before filling out a Team Member Action Request Form, inform the appropriate leadership, as they will be notified via email once the process is initiated.
 - The cadence of communication is as follows:
 - GM
 - AD or Operating Partner (if applicable)
 - RD

Accessing the Team Member Action Request Form:

- Navigate to our Company Intranet.
- Click on the 'HR page.'
- Scroll down and select the "Team Member Action Request" button.

Filling Out the Team Member Action Request Form:

Employee Full Name:

- From the Type of Change dropdown menu, select "**Employee Termination Request.**"
- Use the dropdown menu to choose the departing employee's name.
 - Begin keying their name, and it will filter for you.
- Confirm the auto-filled details (Employee ID, Position, Work Email, and Location) are accurate to ensure the process proceeds without errors.
- Fill in all the mandatory fields on the form:
 - Salary/Hourly
 - Last Day Worked or Last Day Projected (for future dates)
 - For Hourly Employees: Enter the last date the employee clocked in.
 - For Salaried Employees: Input the final day present on-site. Additionally, document all the days worked in the current pay period.
 - Separation Reason
 - Explanation
 - Upload Resignation Letter (where applicable) and Paycard if Necessary
 - If an employee provides notice via text message, email, or letter, the documentation must be attached to the separation form.
 - For Involuntary Terminations in **Texas**:
 - Attach a paycard for the issuance of the final paycheck. **(Required)**
 - For Voluntary / Involuntary Terminations in **Louisiana**:
 - Final paychecks should include all unused accrued PTO.
 - Manager Name/Email/Signature/Date
 - Area Director Email

Submitting the Separation Document:

- Confirm the accuracy of all entered information.
- Click the “Submit” button to finalize the form submission.
- For involuntary terminations, the form will be sent to HR for approval. Once approved, it will be returned to the manager for final submission.

Finalizing the Separation Checklist:

Upon submission, a notification “Action Required” email will be sent to the store email distribution.

- Open the email and follow the provided link to address the employee separation checklist.
- Complete the checklist within 72 hours to ensure the return of company assets.
 - Should the completion of a separation not be feasible within the 72-hour window for any reason, it is imperative to reach out to HR.
- Immediately report any missing company property to your direct supervisor (i.e. a GM will report missing store keys to their Area Director and Regional Director).

Action Steps for Managers:

- Initiate the separation form immediately after an employee’s termination is confirmed.
 - Including resignation notices with future dates.
 - Termination forms submitted more than 72 hours beyond the last day worked will be flagged and reviewed for corrective action.
 - Form receipts are sent to hr@whitewatercw.com, the manager's email from the form, AD's email from the form, and it@whitewatercw.com.
- Promptly address the separation checklist upon its receipt.
 - Upon submission, checklists are sent out depending on the position of the employee to the following: store email, IT, HR, and direct supervisors

Important Reminders

- **Do not terminate or process resignations “on the spot.”** *Always consult HR first.*
- All employee records, including resignation letters and termination documents, must be sent to HR promptly.
- Maintain confidentiality at all times before and after the termination.
- Contact HR for any special circumstances, including medical issues, potential workplace violence, or legal threats.