



Standard Operating Procedure (SOP): Exit Interview Program

Department: Human Resources

Effective Date: February, 9 2026

Last Updated: February 2026

Prepared by: Director, Human Resources

Purpose

To reduce leadership turnover and gather actionable feedback, the company will conduct exit interviews for voluntary separations involving General Managers and above.

Scope

This SOP applies exclusively to voluntary resignations involving General Managers and above. Exit interviews will not be conducted for involuntary separations.

Definitions

- **Exit Interview:** HR-led discussion to collect feedback from departing leaders.
- **Voluntary Resignation:** A Team Member-initiated decision to end employment.
- **Involuntary Termination:** Company-initiated separation due to performance or policy reasons.

Roles & Responsibilities

- HR Representatives/ HR Business Partners
 - Schedule and conduct exit interviews
 - Complete and save exit interview documentation
 - Update the Leadership Exit Interview Tracker
- Payroll and HR responsible for processing separations in ADP.
 - Notify the HR representative via email when a team member is leaving or when a separation form is received.
- All HR Team Members
 - Forward all resignation notices immediately to the HR Representative for the applicable market.

Procedure

1. Identify Eligible Separations: An Exit interview should be initiated when:

- A GM and above provides notice or voluntary resignation, or
- HR becomes aware of a voluntary departure within 24 office hours after the team member leaves, even if no prior notice was given.

2. Scheduling the Exit Interview

- Best practice is to reach out as soon as notice is received.
- If no notice was provided, email and call the former team member within 24 hours of learning of the departure to ask if they are open to participating.

Documentation & Records

- The Exit Interview Template is maintained in the HR Folder drive.
- HR must create a copy of the template for each eligible separation.



- Completed exit interviews must be saved in the Completed Exit Interviews folder.
- Enter the exit interview into the Leadership Exit Interview Tracker.
- Update the status as Accepted, Conducted, or Declined.
- Ensure accurate and timely entries for reporting and trend analysis.

Compliance & Audit

HR will retain all exit interview information.

Records are maintained in accordance with company retention guidelines and applicable employment laws.

Adherence to this SOP is required to maintain consistent data collection and support retention initiatives.

Revision History

Date	Description	Owner
Feb 2026	Initial creation and rollout of exit interview process	HR

Disclaimer:

This Standard Operating Procedure (SOP) is intended to provide general guidance and does not create a contract, express or implied. The Company reserves the right to modify, suspend, or discontinue this SOP at any time, with or without notice. In the event of a conflict between this SOP and applicable law or Company policy, applicable law and Company policy will govern.