

### **2.7.3 Exit Interview Policy**

#### **Intent**

The purpose of this policy is to identify workplace, organizational or human resource factors that have contributed to an employee's decision to leave employment. This will enable the company to identify any trends requiring attention or any opportunities for improving the company's ability to respond to employee issues; and to allow the company to improve and continue to develop recruitment and retention strategies aimed at addressing these issues.

#### **Scope**

This policy applies to all employees at all times except for temporary or contract employees and employees discharged for cause.

Unionized employees shall adhere to their current Collective Agreement for policies governing exit Interviews. Where the Collective Agreement is silent, bargaining members shall refer to the contents of this policy. In situations where the directions of this policy cover issues also in the Collective Agreement, the Collective Agreement will be the final authority.

#### **Guidelines**

A management representative will contact the employee in writing, inviting him/her to attend an exit interview at a mutually convenient time. The exit interview should take place as soon as possible after the confirmed leaving date has been received. The employee will be asked a standard set of questions and given a chance to discuss any concerns about their employment with the company that they feel would be beneficial for the company to know.

Participating in the exit interview process is voluntary; if an employee chooses not to participate in a face to face exit interview, he/she will be encouraged to complete an exit interview questionnaire. The employee will be asked to complete a standard set of questions and given a chance to provide written feedback regarding any information they feel would be beneficial for the company to know.

Employees that choose to participate in an exit interview are encouraged to be honest, candid, and constructive in their responses. The information received through exit interviews will be confidential. No specific information that could possibly be traced back to an ex-employee will be disseminated or discussed.

Information gathered from exit interviews will be analyzed regularly by the senior management team to identify problem areas or determine trends that may need to be addressed. Periodically, senior management will share their analysis and recommendations with designated members of staff and/or the corporate management team.

The analysis and review will include appropriate statistical information regarding the number and distribution of employee departures during the preceding year and the reasons for leaving; an analysis and discussion of any trends or common themes which are suggested by the exit interview feedback; a summary of any actions or interventions taken during the year on the basis of exit interview information; and any actions required in order to address any concerns or opportunities which are identified through exit interview feedback.