

Prepare the Offboarding of an Employee or External Worker

Step Two: Prepare the Offboarding an Employee or External Worker

The offboarding procedure is mandatory and applies to the whole group without any exception.

WHY THIS IS IMPORTANT

Simply put, Syensqo needs to ensure that its information, intellectual property, and assets are safeguarded. Currently, only 44% of leavers who have IT and/or badge (physical) access have their accounts deactivated within five days of leaving Syensqo, this means that we have a high % of leavers that, if so inclined, could take our data with them. And that's scary..... We need your help to improve this.

To address this security concern and reduce the risk for Syensqo, an **Offboarding process** will automatically trigger, 5 business days before the last working day, on behalf of the managers of **Syensqo Employees** and Supervisors of **contingent/external workers** or their delegates. This process should only start for workers who have IT access requirements - such as a computer, a network account, email, Third party access or remote access to Syensqo systems, etc.

As the direct supervisor of Syensqo employee or the Supervisor of an external worker (contractor, temp, consultant, etc...), you are responsible for ensuring their IT and Site accesses are terminated on time so that data remains safe.

The offboarding tasks can be followed up by the manager or supervisor in [Service One platform](#) in section "My activity".

We want to make this as simple as possible!

Please have a look at the [exit management process visual for managers](#).

Note: If you have a worker who does not have any IT accesses, please follow your local site guidelines.

Important to remember

If you haven't recorded the action of termination in My HR Services yet, please first refer to [Managing an Employee Termination/Resignation procedure](#).

OFFBOARDING A SYENSQO EMPLOYEE

The Offboarding process can be initiated once the Payroll team has validated the termination request in the HR System done by the Manager.

An Offboarding Service Request will be generated automatically 5 business days before employee last working day, to deactivate IT access and remove assets, so as manager, your only action will be to follow and monitor the request tasks.

OFFBOARDING AN EXTERNAL WORKER:

The Offboarding activities will be generated automatically 5 business days before the leaver's last day of work.

If you need to anticipate the Offboarding please change the end of assignment date on this [request](#).

If you change the end of assignment date/termination date to a past date, please submit an [Onboarding question ticket](#) for IT Onboarding/Offboarding team.

Example(current day = 05/05/2024 and you change to 05/04/2024)

As a supervisor you must follow and monitor the **Offboarding Service Request** for the deactivation of IT access and remove assets (if applicable).

If you need to reactivate the user (re-onboard) please contact SBS HR service line [request](#).

If you want to extend it's employment please submit this [request](#) ,and cancel the "**Offboarding overview**" request generated in your "Activity" in Service One.

If the user is already deactivated and you need to reactivate the user (re-onboard) please contact SBS HR service line [request](#).

OFFBOARDING STEPS FOR BOTH A SYENSQO EMPLOYEE AND AN EXTERNAL WORKER

1. An Offboarding request will be triggered through the **Service One Digital Workplace Platform -> Offboard Employee or Contingent Worker**;
2. The Offboarding ticket will be generated at least 5 days before the last working day of the employee or external, after the termination done by the Manager in HR system.
3. Once this Service Request is generated, the Manager, IT, Facilities & other relevant stakeholders are notified and will take the required actions on their side;
4. If the leaver does not have any IT accesses please follow your local site Offboarding process.

For both Syensqo employees and external workers, you will receive a confirmation message with a link to check the status of the Offboarding activities.

OFFBOARDING AN EMPLOYEE & EXTERNAL WORKER IN SERVICE ONE

USER GUIDE FOR OFFBOARDING AN EXTERNAL WORKER

DON'T FORGET TO ASK THE PERSON LEAVING TO:

- Store all Syensqo documents in Google Drive;
- Transfer Google drive ownership to the relevant person(s);
- Delete any personal information from his / her computer, Google Drive, or email;
- Deliver the Company's Citi card to the Travel Expenses team, you or Site HR (if applicable);
- Deliver the access card (badge) to the site contact (Facilities/HR etc.);
- Deliver the assets to the local Service Desk on their last day of work (if applicable).

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- [Service One Digital Workplace User Guide](#)
- [Po2: Offboarding a team member with Care & Dare Practices](#)