	Human Resource Department and Clearing Officers Service Level Agreement		Document Number: SLA-SS-05.02
	Department: Human Resource	Effective Date: January 14, 2023	Revision No.: 0

Purpose

The purpose of this Service Level Agreement (SLA) is to establish a cooperative partnership between the Human Resources Department and Clearing Officers of Clearance for Separation Form. This SLA will outline the following:


1. The responsible clearing department leader shall sign the clearance form based on the agreed timeline of 2 to 3 days from the receipt of the clearance form. Accountability, if any, must be clearly stated in the clearance form.
2. The email clearance request or request for a face-to-face signature from a resigned employee must be processed or signed by the clearing department leader within 2 to 3 days upon receipt of the Clearance Form.

Sequence	Department	Remarks
1	Accounting/ Advances	This department must ensure that there will be no outstanding petty cash balances or advances. If an outstanding debt exists, the clearing officer must attach documented evidence for the deduction of the resigned employee's last pay.
2	Claims	This department must ensure that there will be no pending accountabilities for any claim settlement associated with the work of a resigned employee.
3	Emails/ System Admin	This department must remove any system access (F2 System, F2 Email Address, CRM Access, RISA Access, and other applicable access) from a resigned employee on his or her last day.

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled

	Human Resource Department and Clearing Officers Service Level Agreement		Document Number: SLA-SS-05.02
	Department: Human Resource	Effective Date: January 14, 2023	Revision No.: 0

4	MMD/ Asset Management	This department must ensure all company assets, such as laptops, cellphones, tables, chairs, building and office keys, etc., will be returned. If the individually assigned property is damaged, lost, or destroyed as a result of negligence, improper use, or willful action, documented evidence should be provided for deduction from the resigned employee's last pay.
5	Allowances	This department must ensure that all allowances and deductions will be accounted for in the employee's last pay.
6	Department Head	This department must ensure that the acknowledgement of resignation letter will be forwarded to the Human Resources Department and must certify that the employee has cleared all outstanding work obligations.
7	SBU Heads	The business unit head must ensure that the exit clearance process within the unit will be completed.
8	Human Resources	This department must ensure that the exit clearance interview will be conducted, the clearance separation form will be completed, the company ID and HMO card, if applicable, will be returned, and the computation and release of the employee's last pay

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled