

FAQ Exit Survey Pilot

Will all terminating employees be asked to take the Exit Survey?

Only employees terminating voluntarily and those who are terminated for job abandonment will receive an Exit Survey.

How will a terminating employee receive their link to take an Exit Survey?

If an employee fills out a self-service resignation form, they will receive an email containing a link to the survey in five minutes or less to the email address they provided within the form. Employees terminating without providing notice in the self-service form will receive an email with the survey link within one week of their termination being entered in SAP.

What happens if the employee loses the email with the survey link?

Reminders will be sent out to employees asking them to take the survey if they haven't already.

What is the role of the manager in the Exit Survey Pilot?

If an employee approaches their direct manager stating they wish to give their two-week resignation, the manager will instruct the employee to go to HR Solutions from MPD to fill out their official two-week resignation form.

Will there be a record kept of an employee's two-week notice of resignation?

A copy of the employee's notice of resignation will be retained in the departing individual's electronic employee file through filebound. As requested, access to those resignation records will be available to Exit Survey Project leads.

How will brands/ test locations retrieve their exit survey results?

Once a month exit survey results will be released and provided to Exit Survey Pilot project leads. Each brand project lead will then distribute to their respective teams within the test.

Are employee survey opinions kept confidential?

All feedback provided by departing employees is kept confidential. Resulting reports from collected survey data will be presented in aggregate form without reference to the individuals providing those opinions.

Why are departing employees asked to provide an employee ID number at the beginning of the Exit Survey?

In order to ensure that the survey participant is/was an EssilorLuxottica employee an EL-ID is needed to validate that fact. Names are not included in survey data submitted or distributed. This step also ensures that an individual only participates in the survey once.

Does a manager still need to terminate an employee in the system if they are in the Exit Survey Pilot?

Yes, the Self-Service Resignation form does not automate the termination process. Managers responsible for termination of an employee in the system should continue to do so timely and accurately.

If an employee changes their mind after providing a two-week notice, what can they do?

Have the employee email: EmployeeRelations@Luxotticaretail.com providing their name and employee number. Inform them they do not need to participate in the Exit Survey.

What should a manager or HRBP do if they have a question about the Self-Service Resignation process or Exit Survey form?

Contact the Exit Interview project lead in your brand. If the Exit Interview project lead is unavailable email EmployeeRelations@Luxotticaretail.com