



HR is Complex

GritHR Solutions Makes it Simple

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The Power of Grit!

GritHR Solutions was formed to deliberately break free from the traditional, one size fits all view of human resources. In doing so, we are able to frame our deep understanding of employment best practices and regulatory requirements with a commitment to optimizing our clients' business success. This allows us to prioritize an approach that embraces the unique culture and needs of those we serve.

We are an enthusiastic, entrepreneurial-minded, evolving, and creative team that loves human resources, compliance, employee relations, benefits, project management, and most of all, serving clients.

We help promote organizational growth by partnering with business owners and leaders. This creates happy, profit-generating teams within your company. We do this through strategic human resources and people operations practices. Because of this we are able to deliver a high-capacity HR Solution that drives performance and mitigates risk, giving you peace of mind from knowing your business is protected and your employees are taken care of.



HR Solutions Reimagined

Helping to shape a workforce that's engaged, driven, and contributing to the organization's success.

The workplace is changing. The way the world works is evolving and leaders need new ways to address the HR challenges of today, such as:

- Relying on technology to transform the HR function
- Keeping a distributed motivated and engaged
- Regulatory changes creating new risks for business owners
- Evolving unique benefit offerings to remain competitive



GritHR Solutions can help. We're helping to simplify the complexities related to people management by:

- Offering expertise to help guide and protect your business
- Delivering a high-capacity managed HR service that drives performance through effective deployment of your people plan and HR strategy
- Providing guidance to make better HR decisions
- Giving business owners the peace of mind from knowing their business is protected

Employee Relations Expertise to Reduce Risk

Whether you are looking to reduce risk, resolve an employee complaint or performance issues, or close gaps exposed by an employee relations concern, our experienced HR professionals are qualified to provide the expert advice you require at any stage along the employee lifecycle. We provide employee relations solutions aligned with relevant employment laws, follow proven HR best practices, facilitate employee engagement, and reduce employer risk and liability.

HIRING & ONBOARDING

We offer advisement on legally compliant hiring practices and onboarding procedures along with toolkits that include offer letter templates, required notices, new hire paperwork, and onboarding guides.

PERFORMANCE CHALLENGES

We advise employers on navigating employee performance issues and performance improvement plans (PIPs), behavioral issues or other policy violations, and corrective action procedures.

COMPENSATION PLANNING

Establish a sustainable compensation plan that aligns with your company's talent acquisition and retention strategy, including up-to-date job descriptions, variable bonuses, and salaries based on current market data.

COMPREHENSIVE JOB DESCRIPTIONS

A well-written job description will establish a solid set of expectations for employers to communicate to their employees. When employees have a concrete understanding of their responsibilities, they will work more efficiently and effectively in their respective roles. An awareness of expectations for employees also helps employers to properly evaluate performance.

EMPLOYEE SEPARATIONS

We advise on separation decisions, best practices to limit legal vulnerability, and offer separation toolkits that include separation letter templates, guides, release of claims, and severance agreements.

EMPLOYEE ATTENDANCE ISSUES

We help employers address employee attendance issues and leaves of absence, including regulatory requirements such as FMLA, ADA accommodations, required notices, medical certifications, and other helpful tools.

EMPLOYEE DISPUTES

We assist employers and managers with proven HR best practice methods for handling employee disputes, including an unbiased third party to mediate employee issues and reduce employer risk.

DISCRIMINATION, HARASSMENT & RETALIATION CLAIMS

We offer advisement on legally compliant hiring practices and onboarding procedures along with toolkits that include offer letter templates, required notices, new hire paperwork, and onboarding guides.

Workplace Investigations

Conducting internal investigations presents confidentiality and bias risks. Internal employees and HR staff may feel pressure to protect company interests and working relationships. Even if an organization can conduct a fair and impartial investigation, employees may still perceive it as biased. Engaging the HR professionals at GritHR removes these fears by providing third-party and objective investigations.

We follow proven best practices for conducting workplace investigations in a timely manner to prevent further escalation, protect your organization from additional risk, and ensure adherence to recommended timelines.



As a third-party organization, our friendly staff is able to put employees at ease, enabling them to open up and provide candid responses in a safe environment.

The trained professionals at GritHR have a deep understanding of employment regulations and investigative procedures. We bring decades of experience with discrimination, harassment, and retaliation investigations, as well as other workplace grievances.

We understand that workplace investigations often reveal more than just the case determination. That's why our reports include suggestions for policy updates, workplace culture considerations, and prevention strategies in addition to determining employer liability and appropriate disciplinary actions. Our reports are written from an executive perspective and are designed to be easily understood, actionable, and legally sound.

Our workplace investigations equip the employer with how to proceed based on the type of allegation, inform the employer if there is evidence to support the allegation or complaint, and then provide the employer with recommendations to address the issue.



DISCRIMINATION, HARASSMENT, & RETALIATION CLAIMS

GritHR understands the powerful repercussions of an employee complaint based on a protected class and has the experience and knowledge to defuse emotionally charged situations and bring clarity to ensure a fair and unbiased outcome.

SEXUAL HARASSMENT

A mishandled allegation of sexual harassment can have devastating effects on affected employees, an organization's reputation, and the bottom line. Rely on the experienced professionals at GritHR to advise on best practice and ensure a legally compliant harassment investigation.

BULLYING & ABUSIVE CONDUCT

Allegations of bullying and abusive conduct can undermine company culture and employee engagement. Our team possesses the fact-finding skills to investigate employee claims, interview affected parties, and determine an appropriate and legally sound response.

EEOC COMPLAINTS & STATE-LEVEL AGENCY COMPLAINTS

We offer advisement on legally compliant hiring practices and onboarding procedures along with toolkits that include offer letter templates, required notices, new hire paperwork, and onboarding guides.

THEFT, OTHER MISCONDUCT, & COMPANY VIOLATIONS

The experienced HR professionals at GritHR are adept at investigating alleged misconduct, asking targeted questions to facilitate honest and candid responses, and researching company policies to make a determination and advise on a legally sound response.

Reducing Risk with HR Compliance Services

Keeping up with frequently changing employment laws can be overwhelming—with costly consequences for those that fall out of compliance. Our HR compliance specialists keep up to date on employment laws at the federal, state, and local levels and are prepared to advise across all 50 states. We understand the complexities of maintaining compliance with a distributed workforce and employing workers across multiple states.

A poorly worded policy can leave your organization vulnerable and contribute to additional liability. Our compliance specialists understand the requirements, intents, and potential pitfalls associated with employment regulations and ensure language that reduces organizational risk while being easy-to-understand for employees.

Our practical approach is informed by your unique business needs, framework, and culture. If you have a remote workforce distributed across multiple states, compliance with pay equity legislation, for example, will be very different from an organization drawing all of its employees from a single metro region. Because we have expertise in all 50 states, we can craft policies and recommendations that are as unique as your business.

COMPLIANCE AUDITS

Employment in today's environment can be challenging. Whether you are concerned about aligning your HR program to your current business needs, complying with complex employment laws, or creating an engaging and respectful workplace, getting a clear picture of where you are and where you want to be is essential.

Compliance audits assess key policies and company records related to important regulatory topics such as FMLA, FLSA, EEO, and Wage & Hour to ensure that your organization is up-to-date and in compliance with the most recent federal, state, and local employment laws.

Audits from GrithR enable organizations to get a clear view of their existing employment and HR practices and provide valuable information about vulnerabilities, out-of-date policies, and inefficient practices. Our findings are focused through both an HR and business lens—highlighting areas most likely to reduce risk or increase organizational value.

We don't stop at uncovering opportunities for growth. We provide best practices and clear direction to set your organization on the path to excellence. Findings inform continuous improvement efforts, including organizational structure and process improvements, better system utilization, and practices that contribute to an elevated employee experience.





I-9 COMPLIANCE

I-9 compliance demands perfection. Forms must be filled out consistently, correctly, and at the right time. The simplest of documentation or record keeping mistakes can lead to a violation which may lead to costly fines and negative publicity. GritHR is here to help.

Our I-9 audits are conducted by experienced professionals who know what to look for and how to properly correct errors to minimize risk in the event of an investigation. We leave no stone uncovered to ensure your I-9 forms and processes are complaint.

M&A DUE DILIGENCE AUDITS

Mergers and acquisitions present a number of employment-related hurdles that can be easily overlooked. An M&A due diligence audit from GritHR provides a comprehensive analysis of both organizations by our experienced HR compliance specialists. We focus on uncovering liability issues and compliance gaps, compatibility concerns, and potential negative impacts. Audit findings provide recommendations for addressing actual and potential risks and assist with ensuring a smooth transition that reduces risk and unanticipated surprises.

PAY EQUITY AUDITS

We assist employers and managers with proven HR best practice methods for handling employee disputes, including an unbiased third party to mediate employee issues and reduce employer risk.

FLSA AUDITS

To ensure your organization is complying with current and pending FLSA exempt status regulations, GritHR conducts a thorough review of job duties in light of DOL exempt status duties tests to determine recommended exempt status.

The FLSA Audit Findings & Recommendation Report includes identification of jobs that may need to be reclassified and recommendations for addressing them, including redefining duties, adjusting salary, and highlighting how these changes may impact employee pay, internal equity, timekeeping, and employee perceptions.

COMPLIANT EMPLOYEE HANDBOOKS & POLICIES

Our handbooks are carefully designed to integrate HR best practices, reflect your business environment, and ensure that documented company policies and guidelines are aligned with employment laws. Done correctly, an employee handbook is a foundational component of your business—providing value to both the employer and employee, including:

- An introduction for new employees to the policies, procedures, and culture of your company
- A helpful tool for employees and supervisors to understand and consistently adhere to organizational practices
- A useful guide to reinforce the uniform application of company policies
- Legal evidence that your company's policies are consistent with and encourage adherence to employment laws

Training to Help Your Business Thrive

Elevate your workplace with convenient online training from GritHR. Our modern approach is both practical and engaging for the learner and incorporates interactive tools proven to facilitate comprehension and retention. Equip your employees and managers with the tools they need to enhance productivity, drive engagement, and facilitate a healthy and respectful work environment.



Benefits Administration

OFFLOAD BENEFITS ADMINISTRATION TO A TEAM OF PROFESSIONALS

Benefits administration can be a significant drain on your HR and administrative staff. Keeping abreast of ERISA, HIPAA, ACA, COBRA, and other changing healthcare and employee benefit regulations requires constant vigilance and mistakes can be costly. Entrust your benefits administration to the professionals at GritHR and free up your staff to focus on other business priorities. You can relax knowing that your benefits administration is being handled by GritHR's competent Shared Services team with years of experience in HR, benefits, payroll, and employment law. Along with our proven process that ensures our services stay aligned with your business goals, our team follows proven best practices and is up to date on the latest legal requirements ensuring a smooth and compliant process.

GritHR Solutions team removes the complexities of benefits administration—managing the day-to-day tracking, coordination, and reporting responsibilities, ensuring comprehensive employee communication, and eliminating the administrative bottleneck that often accompanies the open enrollment season. Enjoy the peace of mind that comes from knowing you are in the hands of HR professionals with a deep understanding of benefits, compliance, and navigating the associated administrative responsibilities.

We make your total rewards investment shine. At GritHR, we understand your employee benefits package is key to attracting and retaining employees and positioning your organization as an employer of choice. Whether your employees are chatting on the phone with their dedicated HR specialist, learning about their benefits in our web-based benefits portal, or making online benefit elections, GritHR's benefits administration platform reinforces your organization's commitment to the wellbeing of its employees throughout the year—not just during open enrollment season.

When you entrust your benefits administration to the professionals at GritHR, you can relax in the knowledge that your process is legally sound and compliant. GritHR's team includes benefits and HR specialists who keep up with relevant healthcare and other benefits related laws. We ensure that your policies as well as tracking and reporting remain compliant.

As your benefits third party administrator, GritHR's team of professionals manage all aspects of employee benefits. Our process streamlines data management and transfer by making use of easy-to-use web-based forms and electronic tools to capture and submit relevant benefit details, significantly reducing the administrative burden.

- Broker and carrier coordination
- Employee support, Monday – Friday, 8am – 6pm EST
- HRIS system for administration of employee benefits
- Simple, electronic methods for employer submissions of employee status changes
- Benefits invoice reconciliation
- Deduction and contribution change notifications to payroll
- Online employee self-service for benefit changes

GritHR Solutions orchestrates your entire open enrollment, utilizing online tools and engaging communication platforms that ensure a streamlined and highly efficient process. Our model emphasizes an enhanced employee experience focused on easy access to benefits information while highlighting the uniqueness of your organization's offerings.

- Online employee self-service for benefit changes
- Facilitation of the open enrollment process
- Communications to employees
- Open enrollment project management and meeting coordination
- Broker and carrier coordination
- Benefits information packets and 24/7 access to digital versions of all relevant benefit information



COBRA ADMINISTRATION

COBRA compliance is subject not only to IRS and DOL audits; there are lawsuits, settlements, and the risk of self-insuring a claim due to a compliance failure. Look out for the best interests of your business and use GritHR Solutions to ensure COBRA compliance.

Written Procedures

- Premium billing
- Insignificant premium underpayments
- Complete and accurate disclosure to health care providers
- Coverage cancellation
- Confirmation of correct election
- Reasonable notice of procedures for Qualified Beneficiary

Documentation system

- Documentation of each notice sent (including proof of mailing)
- Documentation of COBRA dates (29 dates possible per Qualified Beneficiary)
- Documentation of notice language updates
- Documentation of procedural updates
- Documentation of events reported to employer/plan administrator
- Documentation of payments received

COBRA notices

- General Notice (required when employer is first subject to COBRA or participant is first enrolled in plan)
- Qualifying Event Election Notice
- Notice of Unavailability
- Extension Notice (recommended to confirm new period of coverage and communicate a change)
- Conversion Notice (if applicable)
- Premium Billing Notice (recommended as a grace period reminder and regular communication method)
- Notice of Early Termination of Coverage
- Notice of Insignificant Premium Underpayment
- Notice of Plan Changes (e.g., open enrollment and rate changes)
- Expiration Notice (recommended to confirm end of COBRA coverage)

Continuing legislative changes are making COBRA harder to administer, not easier. With the right benefits partner, you can spend your time managing your workforce, not administering COBRA. We can also ensure Open Enrollment, State Continuation, USERRA, and Eligibility are all handled properly.

Leave Administration

LEAVE ADMINISTRATION DOESN'T HAVE TO BE OVERWHELMING

You don't have to be an expert in FMLA, ADA, or state and local family leave laws. Let the experienced professionals at GritHR Solutions manage the complexities of compliance, reduce employer risk, and ensure your valued employees are back on the team as soon as possible.

Managing employee leaves of absence presents many legal landmines that can be difficult to navigate, even more so for those with employees in multiple states or large metro areas where there may be a variety of leave and sick time regulations.

Let the experienced professionals at GritHR remove the uncertainty so you can enjoy the peace of mind that comes from knowing employee leaves are handled in a legally compliant manner. Get the added benefit of having your employees return to work in a more optimal and timely manner.

Our team of leave administration professionals has years of experience with CFRA, FMLA, ADA, and now FFCRA requirements and proactively keeps up with state and local leave and sick time laws. As your third-party administrator, GritHR follows meticulous procedures and strictly adheres to mandated timelines to ensure an efficient process that reduces risk and virtually eliminates leave abuse.

FAMILY AND MEDICAL LEAVE ACT (FMLA)
STATE & LOCAL FAMILY LEAVE
EMERGENCY RESPONDER LEAVE
DOMESTIC VIOLENCE LEAVE

PAID SICK LEAVE
MILITARY LEAVE
JURY DUTY LEAVE
RELIGIOUS OBSERVANCE

HOW LEAVE ADMINISTRATION OUTSOURCING WORKS

Determination of Eligibility

Our leave administration professionals understand the complexities of legal requirements and timeframes for each step of the leave process. When notified of a potential protected leave, GritHR verifies eligibility, sends out notifications of rights and status to the employer and the employee, and ensures proper certifications are completed within legally mandated timeframes.

Leave Approval + Monitoring

Our experienced professionals verify that certifications have the necessary information for a qualifying reason and required time off. We provide appropriate notices regarding time off parameters, benefits impact, time tracking, and other details. GritHR monitors and manages expiration, extensions, and the need for recertification to ensure a smooth and legally compliant leave process.

Return to Work

GritHR notifies employees when their leave is ending and informs them of any fitness for duty requirements that need to be met prior to their return to work. We determine whether any potential accommodations need to be implemented upon the employee's return. As a neutral third party, GritHR is able to protect the employee's privacy and mitigate risk for the employer.

ADA Interactive Process

When necessary, GritHR works with employees who require an ADA-certified accommodation. GritHR gathers information according to the ADA certification from the employee and provides recommendations to the employer regarding reasonable accommodations. Following the employer's review and decision, GritHR will communicate the outcome of the ADA interactive process to the employee.



Workers' Compensation Administration

PROTECTING YOUR PEOPLE, PRODUCTIVITY, & PROFITS

Workers' Compensation can be one of the largest expenses for your business if it is not managed correctly. Claims can become complicated and overwhelming, especially when you own a small business. Keeping your employees safe is critical to your business and therefore, is our highest priority. Lost work time is not only expensive, but it can limit the growth of your business. We have the resources to help you manage the risk of operating a business and having employees. Our team can help you find the right policy, handle audits and claims, and take care of all the paperwork.

Workers' compensation insurance is required by law. It protects you and your employees from having to shoulder costly medical bills, and it compensates workers for loss of income in the event of a workplace injury. At GritHR Solutions we have a team of workers' compensation management specialists in place to handle your policy administration, injury claim administration, and safety compliance.



Our team will take care of workers' compensation so that you can concentrate on your business. We provide:

- Access to expert knowledge from experienced professionals, protecting your business from liability for non-compliance.
- Providing injury reports to the insurance company and dealing with medical professionals takes your focus away from running your business. We ensure that all of your medical and workers' comp claim paperwork gets completed and submitted on time.
- Our goal is to monitor open claims and to close them as quickly as possible. We won't let incomplete paperwork languish in a file or get stalled at the doctor's office.
- We assist you in developing return-to-work plans for your employees, minimizing turnover and helping to prevent further injuries. Also, we closely monitor all open claims, and we work to close claims quickly and efficiently.



Dedicated Payroll Administration

Payroll administration and processing presents a set of time-sensitive complexities that requires substantial resources to execute efficiently, accurately, and in a legally compliant manner. As a payroll third party administrator, we free employers from the meticulous and time-consuming efforts associated with payroll administration, allowing internal resources to focus on core business objectives. As your payroll administrator we can take over all payroll functions within your existing payroll platform or we can assist with selecting and implementing a payroll solution that meets the needs of your business to keep our services in sync with your organization.

Bringing Grit HR Solutions to Life

We're different. We look through a business owner's lens with a modern approach focused on simplicity, technology, minimizing risk and aligning your people strategy with business objectives. At the end of the day, we're all about helping you succeed.

Our clients enjoy a personalized HR experience, allowing them to offload the complexity of human resources and get back to focusing on growing their business.

Because it is our core belief that HR should be simple for our clients, we keep our pricing transparent and easy to understand with no long-term contracts or commitment required.

As an independent HR agency, our costs are often a third (or more) lower than the cost of hiring an HR manager without all of the headaches of a full time employee.

Your HR business partner should be someone with whom you can relate. Someone who respects you and you respect them. According to Salary.com, the median annual wage for a Human Resources Manager equates to about \$8,000 per month. Add in taxes and benefits and you're up to \$10,000+ per month. Your investment in our relationship will be nowhere near this amount. Our investment structure was put into place to deliver results. We're more than just your HR professional; we're a business partner.



HR Focused on Your Success

GritHR Solutions relieves the complexity of running a business.



We make it simple to manage your employees; and we compassionately understand that HR is complex, evolving, and sometimes overwhelming.

We also know that not having your business' HR function properly managed can be costly. That's why GritHR Solutions was founded. Our clients are experts in their business, not HR. That's where we come in.

We help clients tackle their HR challenges, protect their business and employees, and guide you through even your most complex HR challenges.

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