



GRAMERCY MANAGEMENT SERVICES

EMPLOYEE HANDBOOK

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1 INTRODUCTION

You and Gramercy Management Services

This Staff Handbook is intended to provide interesting and useful information about Gramercy Management Services. The handbook will explain human resources policies affecting each of us.

Whatever your position, you are an important person to the Center. Without you and others like you, Gramercy would be unable to achieve its mission. We all work together so Gramercy can operate smoothly and effectively.

The policies explained in your handbook are not meant to hamper or restrict your efforts. Rather, the policies help coordinate our jobs, aid us in working more effectively as a group, and help ensure fair treatment for all employees.

If you have questions relating to your employment which are unanswered in this handbook, you are encouraged to consult your supervisor, department head or Human Resource Services for assistance.

Your Human Resource Services office will be glad to help you in any way possible. Welcome to the company. This handbook was developed to provide you with an information resource for common questions and concerns. If you have questions or concerns about the policies outlined here, you should contact your manager or Human Resources.

1.1 Welcome

Dear Colleague:

Congratulations on your appointment and welcome to the Gramercy Management Services. You are now a part of an outstanding organization with a proud tradition and an exciting future.

Our staff plays an important role in helping to advance the quality and mission of this great company. We recognize that the commitment and dedication of our staff members are the foundations upon which excellence is built.

You are encouraged to learn all you can about Gramercy, and I believe the Staff Handbook is a good place to start. The handbook is designed to help you feel comfortable in your new position by acquainting you with important information about human resources policies and procedures. The orientation process should further answer any questions you might have. My one piece of advice is keep asking questions. The more you learn, the stronger your impact can be in your position, and with the company as a whole.

Best wishes in your career as an integral part of Gramercy Management Services.

Sincerely,

Katy Chiang
CEO
Gramercy Management Services

1.2 Changes in Policy

This manual supersedes all previous employee manuals and memos. While every effort is made to keep the contents of this document current, Gramercy Management Services reserves the right to modify, suspend, or terminate any of the policies, procedures, and/or benefits described in the manual with or without prior notice to employees.

2 EMPLOYEE DEFINITION AND STATUS

An "employee" of Gramercy Management Services is a person who regularly works on a wage or salary basis.

2.1 Employment Classification

Employees of [Gramercy Management Services](#) are classified as either "exempt" or "non-exempt." This is necessary because, by law, employees in certain types of jobs are entitled to overtime pay for hours worked in excess of forty (40) hours per workweek.

In addition to the above overtime classifications, every employee is assigned an employment status classification: regular full-time, regular part-time, temporary (full-time or part-time), regular hourly, contingent hourly, etc.

2.2 Probationary Period for New Employees

Gramercy Management Services hires all positions on a probationary basis. All employees are "on probation," for the first three months of employment. A preliminary review will take place after the first month, and serve as an evaluation for the new employee to understand their progress. After the three month period, a formal probationary review will take place. Upon completion of this review, the supervisor will have the option to:

1. End the probationary period.
2. End the professional relationship with the candidate.

Throughout employee tenor, Gramercy Management Services monitors and evaluates every employee's performance.

3 EMPLOYMENT POLICIES

3.1 Equal Employment Opportunity

[Gramercy Management Services](#) is an equal employment opportunity employer. Employment decisions are based on merit and business needs, and not on race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, weight, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law.

3.2 Americans with Disabilities Act

It is the policy of [Gramercy Management Services](#) to comply with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA). [Gramercy Management Services](#) will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of a person's physical or mental disability.

3.3 Employment 'At-Will'

The policies and procedures contained within this handbook are not intended to create a contract of employment. Nothing contained in any policy or work rule of [Gramercy Management Services](#) shall constitute a contract of employment or a contract or agreement for a definite or specified term of employment. Nor does anything in any policy or work rule of [Gramercy Management Services](#) alter the at will employment relationship between the company and its employees. Nothing contained in any policy or work rule of [Gramercy Management Services](#) shall limit or otherwise restrict the option of the Company or its employees to terminate the employment relationship. Either party to the employment relationship may conclude such a relationship at any time, with or without cause.

3.4 Immigration Law Compliance

All offers of employment are contingent on verification of the candidate's right to work in the United States. On the first day of work, every new employee will be asked to provide original documents verifying his or her right to work and, as required by federal law, to sign Federal Form I-9, Employment Eligibility Verification Form.

3.5 Employee Criminal Background Check and Drug Screen

Employment with [Gramercy Management Services](#) is contingent upon receipt of satisfactory results of a criminal background check and Preliminary Drug Screen. These checks are performed to protect [Gramercy Management Services's](#) interest and that of its employees and clients.

3.6 Anniversary Date

The first day an employee reports to work is his or her official anniversary date. This anniversary date is used to compute the following benefits:

- Probationary Status
- Health Insurance Eligibility
- Vacation, and sick leave accruals
- Any other benefits that may be instituted in the future

3.7 New Employee Orientation

The formal welcoming process, or "employee orientation," is conducted by Human Resources in cooperation with all departments. A comprehensive and "all encompassing" overview of the company and the role of the new employee is included in the orientation process.

3.8 Personnel Records and Administration

A personnel file is maintained in the Human Resources office for each employee. Your personnel file contains documents that pertain to your employment record. These documents are confidential and are used solely for business operations and to maintain legal compliance.

All medical records, if any, will be kept in a separate confidential file.

3.9 Change of Personal Data

To insure that the information contained within your file is current, please notify the Human Resource Department of any changes in personal information that may affect your tax withholding status or benefits. Such changes include; marriage, divorce, birth of a child, change of address, etc... To submit a change, use an employee Update Form. It is the responsibility of each employee to keep their information up-to-date.

3.10 Safety

The safety and health of employees is a priority. Gramercy Management Services makes every effort to comply with all federal and state workplace safety requirements. Each employee is expected to obey safety rules and exercise caution and common sense in all work activities.

3.11 Building Security

Each and every employee must follow the building security rules and regulations. Employees are not allowed on [Gramercy Management Services](#) property after hours without prior authorization from their supervisor.

3.12 Personal Property

[Gramercy Management Services](#) assumes no responsibility for personal property lost or left at the office.

3.13 Health-related Issues

Employees who become aware of any health-related issue should notify their supervisor of health status as soon as possible.

3.14 Employee Requiring Medical Attention

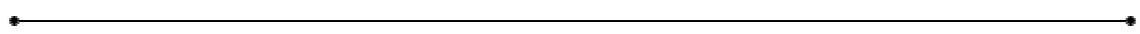
Employees should report all work-related injuries and accidents immediately to their supervisor.

3.15 Visitors in the Workplace

For safety, insurance, and other business considerations, only authorized visitors are allowed in the workplace. When making arrangements for visitors, employees should request that visitors enter through the main reception area and follow all visitor regulations.

3.16 Weather-related and Emergency-related Closings

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. In such instances, Executive Staff will decide on the closure and provide official notification to the employees.



4 STANDARDS OF CONDUCT

4.1 General Guidelines

All employees are urged to become familiar with [Gramercy Management Services](#) rules and standards of conduct and are expected to follow these rules and standards faithfully in doing their own jobs and conducting the company's business.

4.2 Attendance and Punctuality

[Gramercy Management Services](#) expects employees to be ready to work at the beginning of assigned daily work hours, and to reasonably complete their projects by the end of assigned work hours.

4.3 Work Schedule

Full-time employees work five (5) days and forty (40) hours a week. Work hours vary daily and depend on work location. Actual time-in and time-out should be punched on the time cards by employees who are paid hourly.

Employees should attend to work during work hours and not attend to personal matters during work hours. Personal phone calls should be kept to a minimum.

Unless otherwise specified, regular full-time employees are expected to work at least forty (40) hours per workweek.

4.4 Absence and Lateness

From time to time, it may be necessary for an employee to be late or absent from work. [Gramercy Management Services](#) is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside work hours may arise. It is the responsibility of all employees to contact their direct supervisor as soon as they are aware that they will be absent or late.

4.5 Unscheduled Absence

Absence from work for three (3) consecutive days without notifying management or Human Resources will be considered a voluntary resignation.

4.6 Meal and Break Periods

Lunch break minutes do not count towards the hours worked. Length of thirty (30) minutes will be deducted as lunch break from the hours worked if no specified time-in and time-out are punched on the card. Longer lunch break may be requested and adjusted on the hours worked, if necessary.

If there the need to attend to personal matters, please plan accordingly therefore limiting the time-in and time-out punch on the time card to once a day.

4.7 Harassment Policy

[Gramercy Management Services](#) does not tolerate workplace harassment. Workplace harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence.

4.8 Sexual Harassment Policy

[Gramercy Management Services](#) does not tolerate sexual harassment. Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other unwelcome verbal or physical contact of a sexual nature when such conduct creates an offensive, hostile, and intimidating working environment and prevents an individual from effectively performing the duties of their position.

4.9 Violence in the Workplace

[Gramercy Management Services](#) has adopted a policy prohibiting workplace violence. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect the workplace or which occur on company or client property, will not be tolerated.

4.10 Confidential Information and Nondisclosure

By continuing employment with [Gramercy Management Services](#), employees agree that they will not disclose or use any confidential information, either during or after their employment. [Gramercy Management Services](#) sincerely hopes that its relationship with its employees will be long-term and mutually rewarding. However, employment with the company assumes an obligation to maintain confidentiality, even after an employee leaves the company. This policy is further defined within in our confidentiality policy.

Confidentiality Statement

All employees of the company are to acknowledge and understand the confidentiality of all business arrangements at the company. Given the investment into the organization, there is the expectation by the owners that no information developed in the company be distributed in any other manner than to be used to solely benefit the organization. Therefore, it is understood that none of the information listed below will be distributed for person gain by any of the employees that have access to it.

The information that is deemed to be confidential is as follows (but I not limited to):

- All marketing materials
- All internal forms
- The policy and procedure manual
- Fee Schedules
- All agreements with outside vendors
- All personnel materials for employees and staff privileges

Your position may give you access to personal information regarding our patients or your co-workers. This information is highly confidential and must be treated as such by all employees. All personnel have the responsibility to protect patients' confidentiality at all times. It is imperative that all personnel maintain complete confidentiality and discretion in their handling of that information both through speech and action. No information should be transmitted to any third party unless they are directly involved in that particular patient's care, and the information disclosed, if any, must be directly correlated to the care or problem.

Please follow some of these steps to ensure confidentiality.

- Never leave patient information open to unauthorized viewing.
- Never discuss patient information with others who are not authorized to receive it
- Speak in a low voice in private/appropriate areas.
- Never share usernames and passwords.
- Always log off when stepping away from the computer.
- Shred printed records before discarding.
- Patient's records are released only with their written authorization or as otherwise required by law.

Any violation of this confidentiality agreement will result in disciplinary action, up to and including dismissal of employment. In order to enforce this issue, all employees are required to acknowledge and sign the Confidentiality Agreement.

4.11 Ethical Standards

Gramercy Management Services insists on the highest ethical standards in conducting its business. Doing the right thing and acting with integrity are the two driving forces behind our great success. When faced with ethical issues, employees are expected to make the right professional decision consistent with Gramercy's principles and code of conduct.

4.12 Dress Code

Employees of Gramercy Management Services are expected to present a clean and professional appearance while conducting business, in or outside of the office. Dressing in a fashion that is clearly unprofessional, that is deemed unsafe, or that negatively affects The Company's reputation or image is not acceptable.

Employees will receive a Photo Identification Card that you are required to wear at all times while working. If you lose your ID card, report the loss to Human Resources immediately.

These guidelines are as follows:

Administrative Staff:

- Appropriate attire are slacks, skirts (no mini skirts), or dresses.
- If sitting at the front desk a white lab coat is required.
- No blue jeans, tank/tube tops, tee-shirts, revealing neckline, or inappropriate attire are allowed.
- No sneakers are to be worn by administrative staff.
- No casual flip flops are to be worn by administrative staff.

Clinical Staff:

- The clinical staff is to change into scrubs upon arrival at the center.
- No dangling earrings or necklaces are to be worn in the OR.
- Surgical masks and hats are required in the OR at all times.

4.13 Use of Equipment

Gramercy Management Services will provide employees with the equipment needed to do their job. None of this equipment should be used for personal use, nor removed from the physical confines of the office—unless it is approved for a job that specifically requires use of company equipment outside the physical facility.

4.14 Use of Computer, Phone, and Mail

Gramercy property, including computers, phones, electronic mail, and voice mail, should be used only for conducting company business. Incidental and occasional personal use of company computers, phones, or electronic mail and voice mail systems is permitted, but information and messages stored in these systems will be treated no differently from other business-related information and messages. Please refer to specific policies for further explanation.

4.15 Use of Internet

Employees are responsible for using the Internet in a manner that is ethical and lawful. Use of the Internet must solely be for business purposes and must not interfere with employee productivity.

4.16 Smoking Policy

No smoking of any kind is permitted inside any [Gramercy](#) office. Smoking may take place only off company property; smoking should not interfere with employee productivity.

4.17 Alcohol and Substance Abuse

We at Gramercy Management Services realize that the misuse of drugs and alcohol impairs employee health and productivity. Drug and alcohol problems result in unsafe working conditions for all employees and customers. The company is committed to maintaining a positive, safe, and healthy work environment, free of unauthorized drug and alcohol use.

Any employee involved in the unlawful use, sale, manufacturing, dispensing or possession of controlled substances, illicit drugs, or alcohol on company premises, or working under the influence of such substances will be subject to disciplinary action up to and including dismissal and referral for prosecution.

4.18 Gifts

Advance approval from management is required before an employee may accept or solicit a gift of any kind from a client. Employees are not permitted to give unauthorized gifts to clients.

4.19 Solicitations and Distributions

Solicitation for any cause during working time and in working areas is not permitted. Employees are not permitted to distribute non-company literature in work areas at any time during working hours.

4.20 Complaint Procedure

Employees who have a job-related issue, question, or complaint should first discuss it with their immediate supervisor. If the issue cannot be resolved at this level, [Gramercy](#) encourages employees to contact the Human Resource Manager. Employees who observe, learn of, or, in good faith, suspect a violation of the Standards should immediately report the violation.

4.21 Corrective Procedure

Unacceptable behavior that does not lead to immediate dismissal may be dealt with in any of the following manners: (a) Oral Reminder, (b) Written Warning, (c) Decision-Making Paid Leave/Counseling Session, (d) Suspension, (e) Termination.

4.22 Crisis Suspension

An employee who commits any serious violation of [Gramercy](#) policies at minimum will be suspended without pay pending an investigation of the situation. Following the investigation, the employee may be terminated without any previous disciplinary action having been taken.

4.23 Outside Employment

Employees may not take an outside job, either for pay or as a donation of their personal time, with a customer or competitor of [Gramercy](#); nor may employees do work on their own if it competes or interferes in any way with the sales of products or services that [Gramercy](#) provides to its clients.

4.24 Employment Termination/Resignation

After the application of disciplinary steps, if it is determined by management that an employee's performance does not improve, or if the employee is again in violation of [Gramercy](#) practices, rules, or standards of conduct, employment with [Gramercy Management Services](#) will be terminated.

4.25 Exit Interview

In a voluntary separation situation, Human Resources would like to conduct an exit interview to discuss the employee's reasons for leaving and any other impressions that the employee may have about the company.

4.26 Return of Company Property

Any [Gramercy](#) property issued to employees, such as computer equipment, keys, parking passes or company credit card, must be returned at the time of termination. Employees will be responsible for any lost or damaged items.



5 COMPENSATION POLICIES

5.1 Base Compensation

It is Gramercy's desire to pay all employees wages or salaries that are competitive with other employers in the marketplace and in a way that will be motivational, fair, and equitable. Compensation may vary based on roles and responsibilities, individual, and company performance, and in compliance with all applicable laws.

5.2 Performance Bonuses

Performance bonuses may be given to employees at the discretion of management. There are two factors that typically determine bonus availability and amounts: (a) Company Performance—Profits, (b) Personal Performance.

5.3 Timekeeping Procedures

Gramercy is obligated to keep accurate records of the time worked by employees. Each employee must fill out the appropriate electronic time record each week, and time records must be completed in accordance with the time-reporting guidelines.

5.4 Overtime Pay

Overtime compensation is paid to non-exempt employees in accordance with federal and state wage and hour restrictions. All overtime work performed must receive the supervisor's prior authorization.

5.5 Payroll and Paydays

Employees are paid on a bi-weekly basis. Payday occurs on Thursday. If the company is closed, checks will be issued according to holiday schedule.

5.6 Performance and Salary Reviews

Gramercy constantly strives to help employees to succeed in their jobs and to grow. In an effort to support this growth and success, we follow an annual review process for providing formal performance feedback. Feedback includes a Performance Evaluation, and goal planning for the future.

Salary/wage reviews may occur in conjunction with the annual performance review process if warranted. The calculation and implementation of changes in base salary/wage depends on both the company's, as well as the individual's performance.

5.7 Opportunities for Advancement—Progression and Promotion

Gramercy would like to provide employees with every opportunity for advancing to other positions or opportunities within the company. Approval of progression moves or promotions depends largely upon training, experience, work record, and business need. However, we reserve the right to look outside the company for potential employees as well.

6 GROUP HEALTH AND RELATED BENEFITS

6.1 Benefits Summaries and Eligibility

Gramercy sponsors a comprehensive benefits program for eligible employees, and each benefit plan has specific eligibility conditions. The benefits are summarized in separate booklets called "summary plan descriptions," which are provided to all eligible employees. The details of each benefit are contained in separate legal documents known as the "plan documents," which take precedence over anything contradictory in the summaries.

All full-time employees may enroll in the benefits described in this policy and may review the individual plan summaries as soon as they meet all of the eligibility requirements for each particular benefit.

6.2 COBRA Notification

According to the federal Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1985, in the event of your termination of employment with [Gramercy](#) or loss of eligibility to remain covered under the company's group health insurance program, employees and their eligible dependents may have the right to continued coverage under [Gramercy's](#) group health insurance program for a limited period of time at their own expense Pre-tax Deductions for Expenses

[Gramercy](#) employees participating in any of the basic health insurance plans, i.e., group medical, dental and/or vision, are required to contribute to payment of the plan(s) premium(s) via payroll deduction cost sharing.

6.3 Unemployment Compensation

Unemployment compensation is designed to provide a temporary income for those who are out of work through no fault of their own. Depending upon the circumstances, employees may be eligible for Unemployment Compensation upon termination of employment with [Gramercy](#). The Division of Unemployment Insurance of each State's Department of Labor determines eligibility for Unemployment Compensation.

6.4 Social Security

The United States Government operates a system of mandated insurance known as Social Security. As a wage earner, employees are required by law to contribute a set amount of weekly wages to the trust fund from which benefits are paid. As employer, [Gramercy](#) is required to deduct this amount from each paycheck an employee receives.

6.5 Training and Professional Development

A specific schedule of basic training and orientation has been established for job and employment classifications. Additionally, Gramercy has a monthly mandatory training session for all employees on general principles.

7 TIME-OFF BENEFITS

Employees may not be absent for any reason without informing the manager. Absence Request Forms should be submitted if time off has to be request for any reason. Employees have to notify the manager of an unscheduled absence as soon as he / she become aware of the situation.

7.1 Holiday Policy

All [Gramercy](#) employees of full-time status are eligible for holiday pay. Holiday pay will be based on the employment status of the employee, i.e., full-time employees will be credited with 7.5 hours of holiday pay per holiday. Gramercy recognizes the following holidays as paid holidays:

- Christmas Day
- New Years Day
- The 4th of July
- Memorial Day
- Thanksgiving Day
- Labor Day

7.2 Vacation Time

All full-time status employees are eligible to accrue vacation time. Vacation hours accrue on a bi-weekly basis.

Probationary employees do not accumulate, and are not entitled to take vacation during the 90-day Probationary Period. However, at the end of that 90-day period, the employee is credited with vacation time retroactive to the initial employment date.

Any unused vacation days accrued from the previous year will be zero-out on March 31st of the following year.

7.3 Sick / Personal Leave

All regular full-time employees who have been employed continuously for three (3) months shall be entitled to three (3) sick days on a calendar year. New Hires accrue 1 day every 4 month. All current employees will accrue 1 day on the following schedule.

- January 1
- May 1
- September 1

Employees or family members have to inform manager of unexpected sick leave no later than one hour before your starting time. An Absence Request Form must be completed and submitted to Human Resources when the employee returns to work.

Any unused Sick / Personal Days will expire at the end of the calendar year.

7.4 Jury Duty

Gramercy is committed to supporting the communities in which we operate including supporting our employees in fulfilling their responsibilities to serve as jurors whenever it is possible. When an employee receives notification regarding upcoming jury duty, it is their responsibility to notify their direct supervisor and Human Resources within one business day of receiving the notice.

7.5 Military Reserves or National Guard Leaves of Absence

Employees who serve in U.S. military organizations or state militia groups such as the National Guard may take the necessary time off to fulfill this obligation and will retain all of their legal rights for continued employment under existing laws.

7.6 Family/Medical Leaves of Absence

Occasionally, for medical, personal, or other reasons, employees may need to be temporarily released from the duties of their job with Gramercy. It is the policy of the company to allow its employees to apply for and be considered for certain specific leaves of absence. All requests for leaves of absence should be submitted in writing to management and the Human Resources Department.

7.7 Extended Disability Leaves

If a period of disability continues beyond the 12 weeks provided for within the Family/Medical Leaves of Absence section, an employee may apply in writing for an extended disability leave.

7.8 Uniformed Services Employment and Reemployment

As an Equal Opportunity Employer, Gramercy is committed to providing the basic employment and reemployment services and support as set forth in the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA).



8 EMPLOYEE COMMUNICATIONS

8.1 Open Communication

Gramercy encourages employees to discuss any issues they may have with a co-worker directly with that person. If a resolution is not reached, employees should arrange a meeting with their direct supervisor. If the concern, problem, or issue is not properly addressed, employees should contact the Human Resources Department. Any information discussed in an Open Communication meeting is considered confidential, to the extent possible while still allowing management to respond to the problem.

8.2 Suggestions

Gramercy encourages all employees to bring forward their suggestions and good ideas about making our company a better place to work and enhancing service to our clients. Any employee who sees an opportunity for improvement is encouraged to discuss it with management. Management can help bring ideas to the attention of the people in the organization that will be responsible for possibly implementing them. All suggestions are valued.

8.3 Closing Statement

Successful working conditions and relationships depend upon successful communication. It is important that employees stay aware of changes in procedures, policies, and general information. It is also important to communicate ideas, suggestions, personal goals, or problems as they affect work at Gramercy.

9 ACKNOWLEDGMENT

I acknowledge that I have received a copy of the [Gramercy Management Services](#) Employment Policies, and I do commit to read and follow these policies.

I am aware that, if at any time, I have questions regarding [Gramercy Management Services](#) company policies; I should direct them to my manager or the Human Resources Manager.

I know that company policies and other related documents do not form a contract of employment and are not a guarantee by Gramercy of the conditions and benefits that are described within them. Nevertheless, the provisions of such company policies are incorporated into the acknowledgment, and I agree that I shall abide by its provisions.

I, also, am aware that Gramercy, at any time, may on reasonable notice, change, add to, or delete from the provisions of the company policies.

Employee's Printed Name

Position

Employee's Signature

Date

