

SUBJECT:	ORIGINATING DEPT:	SECTION:
<b>COMMUNICATION, HELP, AND TRAINING ("CHAT")</b>	<b>TALENT AND DEVELOPMENT</b>	<b>COMMUNICATIONS</b>
DATE ISSUED: 06-01-25	SUPERSEDES: 06-01-23	
APPROVED BY: Human Resources	PAGES: 1	

## **I. POLICY/PURPOSE**

The Company recognizes and is committed to providing a training resource tool designed to help managers effectively communicate important Company information to all Associates through its Communication, Help, and Training program ("CHAT"). Each monthly CHAT session addresses topics related to safety, sanitation, customer service, or Company communications.

## **II. ASSOCIATES COVERED BY THE POLICY**

All Associates of the Company are covered by this Policy.

## **III. RESPONSIBILITY FOR ADMINISTRATION**

Unit Managers, District Managers, Regional Directors of Operations, Regional Vice Presidents, and the Talent and Development Department are responsible for the administration of this Policy.

## **IV. PROCEDURES**

### **A. Enrollment**

1. If a unit is not currently enrolled in the CHAT program, unit management must enroll on-line at [www.myCHATprogram.com](http://www.myCHATprogram.com).
2. Once a unit is enrolled in CHAT, monthly CHAT sessions will automatically be distributed to the unit.

### **B. Using the Program**

1. Unit management must conduct a monthly CHAT session with unit Associates to present the CHAT session for the month
2. To document that a session was held, thus indicating compliance with the program, unit management must report completion of the session at [www.myCHATprogram.com](http://www.myCHATprogram.com).

### **C. Compliance Reporting**

Monthly compliance reports will be distributed to Regional Vice Presidents by the Talent and Development Department.

### **D. Resources**

Managers with questions regarding the CHAT program may send an email to [CHAT@compass-usa.com](mailto:CHAT@compass-usa.com).

**End of Policy**