Texas A&M University System
Q&A For Hourly & Management Associates

Company Overview

Compass Group North America, headquartered in Charlotte, North Carolina, is the leader in support services and foodservice management. Throughout the US and Canada, Compass Group North America has more than 175,000 associates in 48 states, ten provinces, and two territories. Our parent company, UK-based Compass Group PLC, operates in over 50 countries with 428,000 associates worldwide. For more information on Compass Group North America please visit www.compass-usa.com.

At Compass Group, diversity & inclusion is who we are, what we do and the way we work. We recognize that diversity & inclusion means more than embracing differences and similarities; it is an opportunity to grow our business by leveraging the experiences, backgrounds, thoughts, abilities and expectations our associates, clients and customers bring to the organization.

As the 11th largest employer in the world and the leader in support services and foodservice management we offer opportunities for talented individuals in many marketplaces, across the United States. When you join us, you make a great first step in the development of your career. It’s important to us that our talented employees be given the proper resources to achieve their fullest potential. Giving our associates a clear career path helps us develop a stronger, diverse organization. We are committed to providing our associates with training, advancement, support and rewards every step of the way! A career with Compass Group gives you rewarding endless opportunities!

The purpose of this document is to provide you with answers to many of your questions regarding your employment, compensation and benefit plans of the Company. For more detailed information on any policies or procedures please refer to the employee handbook.

Employment

1. **What are the qualifications required to be employed by Compass?**
   All associates currently working for Texas A&M University System (Custodial, Landscaping, & Maintenance) will be made a job offer with Compass.

2. **Will I have to satisfy a probationary period with Compass?**
   No, you will be considered an associate that has been employed beyond the probationary period.

3. **What policies and procedures will I be required to follow?**
   All new associates will attend a New Hire Orientation and all Compass policies and procedures will be reviewed in detail. Associates will be notified of any change in company policies or procedures.

4. **Will I have access to an Employee handbook?**
   Yes.
5. Does Compass contract prevent me from applying for other job opportunities at the college? 
   No.

6. Will employment status stay the same (FT still FT)? 
   Full time status starts at 30 hours per week. Part time is any amount below 30 per week.

7. Who will I report to? 
   Associates will report to their current supervisor; if your supervisor decides not to transfer to Compass a new manager will be placed.

8. What will happen to my accrued service with my current company? 
   Your original hire date with TAMU remains intact and your accrued service will not be affected.

9. Will I continue to have an annual review of my performance? 
   Yes.

10. Who will have my personnel file? 
    Compass Group will maintain all personnel files.

11. Will my HR (dept) file follow me or will I start over with a clean slate? 
    All transitioning employees will start off with a clean slate. No written counseling sessions will follow the associate. If the employee was on a final written warning, he/she will start all over.

12. Does Compass have a mandatory retirement age? 
    No.

   Compensation

13. Will my pay rate change? 
    Your pay rate will remain the same. You will receive a 5% rate increase (pay raise) to contribute to the 401(k) plan. Due to the difference in the Compass and Texas A&M retirement plans we are providing the 5% increase so that you can invest at a similar rate as the current pension plan. You may also receive a credit for benefits, as explained in the Benefits section of this documents.

14. How often will I be paid by Compass? 
    Associates are paid bi-weekly.

15. When will I receive my first paycheck? 
    As soon as a contract date is agreed upon, we will notify you of when you will receive your first paycheck.

16. How will I be paid? 
    All associates will have the option of Direct Deposit or Pay Card. The Pay Card allows you to have your paycheck electronically deposited into an account and withdrawn at ATM’s or used at Point of
Sale merchants. The Pay Card does not require you to open up a checking account with any bank. There is no monthly fee for the Pay Card and you are entitled to one (1) free ATM withdrawal per week. Each additional withdrawal during the same pay period will result in a fee of $1.75. If you chose the Pay Card, you will continue to receive a pay stub which can be printed by your manager at the unit.

17. Will I be able to go online to look at my paycheck?
Your paycheck will not be available online. For hourly associates your Director will distribute your paycheck summary.

18. Who do I go to if I have questions about my paycheck?
For any payroll related questions please speak with your immediate supervisor.

19. Will we have a different time clock to use since we will be employed by Compass?
Yes - Compass has a time and attendance procedure and system.

Benefits

20. What are the health benefits offered by Compass?
Full time eligible associates are offered the following benefits: medical, dental, vision, flexible spending accounts, basic and accidental life insurance which is offered to most eligible associates at no cost. Voluntary life insurance for yourself, spouse/domestic partner, and dependent. Voluntary Disability coverage (Short & Long term disability). Compass also offers a variety of discounts and resources; please visit www.altogethergreat.com.

21. Who are the insurance providers for Compass?
Full time associates are offered BlueCross BlueShield for medical coverage, Guardian for dental and VSP for vision. Compass also offers a catastrophic medical plan through Aetna. This plan is offered in all states excluding Massachusetts and New Hampshire. The Aetna plan is not recommended for those associate who has an on-going chronic illness.

22. What employees will qualify for the benefit plans?
All associates working 30 hours a week or more are considered full-time and eligible for full-time benefits.

23. When will Compass benefits begin?
Compass will grandfather the associate’s hire date with the University, which will eliminate the waiting period for those that have completed 90 days service. Therefore, if an associate has been on staff with TAMUS for at least 90 days and is current on premium payments, they will be able to enroll in Compass benefits immediately and receive the appropriate benefits credit.

24. How do I sign up for my benefits?
Associates will receive instructions from their immediate supervisor or Compass Human Resources about 60 days prior to the Start Date for Compass. Compass utilizes an on-line enrollment system to make benefit elections.
25. What will happen to my current medical, dental and other benefit plans?  
Your existing medical, dental and other plans with Texas A&M will end on the last day of your employment with TAMUS if your premiums are current. The the campus/System benefits department will provide you with information. Please see #23 for information on the start date for Compass benefits.

26. What is the benefit credit and how is it calculated?  
A benefit credit is a dollar amount which will bridge the difference in benefit premiums for all associates currently receiving benefits and elects benefits through Compass. You will be entitled to this credit provided you keep the same tier level of coverage and enroll into a comparable plan. For example if you currently have single coverage, you cannot get the benefit credit if you switch to family coverage under Compass. You would get the benefit credit if you remain with single coverage.

27. How long will the benefit credit be offered?  
All benefit credits will remain in effect through the life of the contract with Compass so long as you do not change tier structure and/or plan designs; any changes will result in a loss of the benefit credit

28. If I am on FMLA, will I get FMLA from Compass?  
Yes, Compass will bridge your FMLA.

29. If I previously waived participation in benefit plan, will I be able to participate in the Compass benefit programs?  
Yes, if you meet the eligibility criteria established by Compass plans and you are full-time (working 30 hours or more per week), you will be eligible to participate in the Company benefits on the contract start date, however you will not be eligible for a benefit credit.

30. If I have less than 90 days working at any Texas A&M facility, but had 60 working days with my previous employer would I need to complete another 30 days to comply with the 90 day benefits eligibility requirement?  
Yes.

31. If I do not elect to enroll in the benefit plans during the enrollment period, when will I have the opportunity to enroll again?  
Associates may only enroll in benefits during the initial enrollment period, open enrollment and/or if you experience a Qualified Life Status Change (i.e. marriage, birth, divorce, loss of coverage, etc.). Please note: you must notify the Benefits Department of any Qualified Life Status Changes within 31 days of the event. Open enrollment is once a year and usually held in mid-October to mid-November for a January effective date.

32. Can I add dependents at a later time?  
You can only add a dependent if there is a qualifying life status event (i.e., marriage, new baby, adoption, etc) or during Open Enrollment.

33. What happens if I elect more dependents to be covered with Compass and/or add dental and vision, how will any additional costs that I did not have with my current employer be dealt with?
Benefits will be bridged based on your current elections and the gaps, if any, will be closed in the form of a benefit credit. Any additional benefits election items will be covered at the expense of associates.

34. I am currently receiving health care for a serious medical condition. Will I be able to continue to use my current health care providers after I transition to Compass?
Compass uses BlueCross BlueShield and Aetna. You should contact your physician to see if they accept BlueCross BlueShield and/or Aetna insurance. If your physician is participating with these carriers then you will be able to continue to use the same health care provider. If not, out of network charges will apply.

35. What happens if I am under current medical treatment?
Please contact Benefits department at 800-447-4476 opt 3, then opt 5 or email at sus-benefits@compass-usa.com regarding any Benefits related questions you may have.

36. Is there transition of care provided if I am in the middle of treatment or pregnant?
Yes, however, associates will need to show proof of on-going previous medical coverage in order to avoid pre-existing requirements for illness or injury that was treated previous to the effective date of coverage through this plan.

37. When will I receive information on the coverage specifics within the medical, dental, vision and other insurance plans?
A Compass Benefits Fair will be scheduled prior to contract start. Once confirmed, the dates, time and place will be communicated so you can attend and understand your comprehensive coverage.

38. Does Compass provide life insurance for their associates?
Yes.

39. Is supplemental coverage offered for me & my dependents?
Yes.

40. If supplemental coverage is offered, will I need to provide Evidence of Insurability for coverage (for me and/or my dependents)?
No, evidence of insurability is not required for hourly associates.

41. Does Compass offer Employee Assistance Programs?
Yes. EAP services are offered through Intergrated Behavioral Health (IBH).

42. Does Compass offer health coverage for someone who retires on or after age 65?
No

43. Can I choose not to elect benefits coverage with Compass and elect for benefits with my spouse’s insurance?
Yes.
44. What is the Compass policy on Vacation?
   Compass will match the vacation accruals currently offered by Texas A&M for all transitioning associates at this location.

45. If I leave employment with Compass, do I receive a payout of my accrued/unused Paid vacation?
   Yes, Compass pays out accrued, unused vacation.

46. Do I accrue vacation each pay period or is it all time off given at the beginning of a year?
   Hourly associates accrue vacation time for each hour worked. Salaried associates accrue vacation time on a monthly basis. The amount of vacation earned will match Texas A&M’s current vacation accrual schedule.

47. What is the Compass policy on Sick pay? Do I accrue sick time each pay period or is it all time off given at the beginning of a year?
   The amount of sick time earned will match Texas A&M’s current sick time accrual schedule.

48. If I leave employment with Compass, do I receive a payout of my accrued/unused Paid sick time?
   Compass does not pay out unused sick time upon separation.

49. What happens to sick pay I have accrued with the University?
   TAMUS and Compass agreed to allow employees to carry over up to 80 hours in sick time accrued with TAMUS. In the event that a transitioned employee suffers from extended illness in future, there will be a pool of sick time hours that staff can apply for. This will be co-managed by TAMUS and Compass.

50. Is premium pay provided if I work on a holiday?
   No.

401(K) PLAN

51. What are the Retirement programs offered by Compass?
   Compass offers a 401(k). Transition employees will receive a 5% raise that they can elect to invest in the 401(k). Please see #13.

52. Will it be possible to rollover my existing Retirement Savings Plan to Compass?
   Yes.

53. What are the vesting rules that apply to the Compass retirement programs?
   Associates are 100% vested after 3 years. Compass will use your prior service credit with Texas A&M in this calculation.
54. Is there a matching contribution within the retirement plan?
   Company matches 35% on the dollar up to the first 3% of contributions.

55. What will happen with my current retirement plans (the retirement savings plan, matching contribution & the pension plan benefit)?
   Please contact the Texas A&M Benefits Department for information about your current retirement plan.

56. Can I retire before I am 65 within the Compass retirement programs?
   Yes, with 401k you can retire at any point but there will be a penalty imposed if 401(k) savings are withdrawn before the age of 59 ½.

57. When will I receive information about the investment options within the Compass retirement programs?
   As long as your prior service with Texas A&M is at least 3 months; you will be eligible to make your selections as soon as you are on Compass payroll. Enrollment kits will be sent to you from Wells Fargo closer to the transition date. We will also have information available at the Benefits Fair scheduled for mid-March.

**Training**

58. How can I learn more about Compass policies and procedures?
   Orientation classes will be scheduled. This orientation provides you with a comprehensive overview of the company history, mission, vision, values, policies and procedures. It also provides you with tools and resources to help you be successful in your new position.

59. Are training programs offered by Compass?
   Hourly associates will receive continuous training through multiple avenues to include our CHAT (Communication, Help, and Training) program.

**General FAQs**

60. Is Compass bringing in their own management team?
   For some positions, yes. But we anticipate that most managers will decide to continue their employment with Compass.

61. Will our Uniforms change?
   Yes