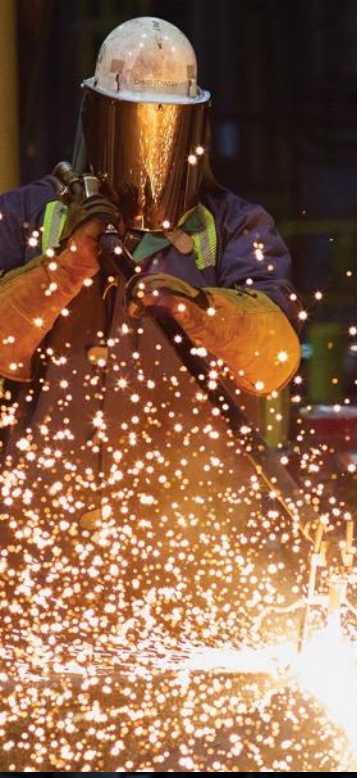
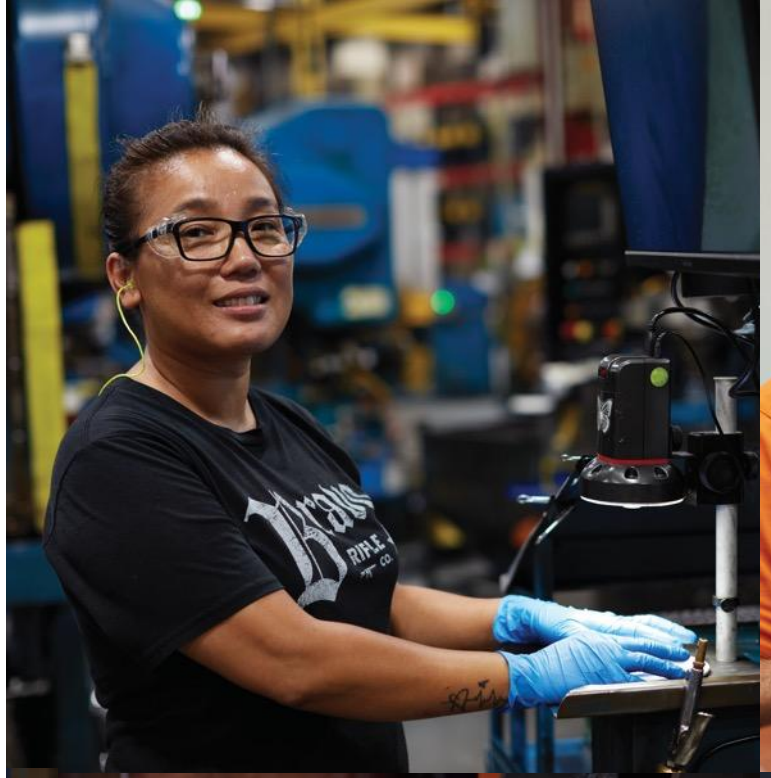
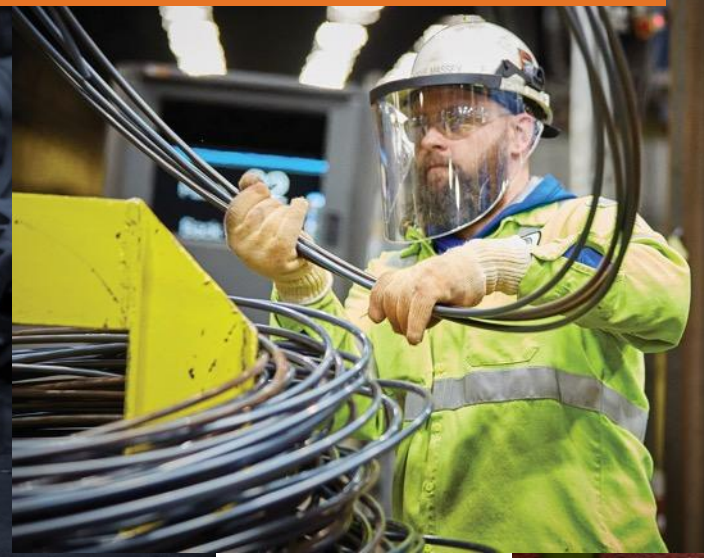


O.J.T. & DOZUKI

Charter Steel





Agenda

- Introductions
- The Need for Change
- Overview of O.J.T.
- Dozuki System
- Pilot Plant: Processing
- Rolling Mill Launch
- Results and Feedback
- The Future
- Closing

Introductions

SARAH J. RICHARDSON

TALENT DEVELOPMENT SPECIALIST

TIM ZEIEN

PRODUCTION SHIFT SUPERVISOR

CHARTER STEEL

The Need for Change

Why On-the-Job Training?

What we heard from our Employees & Leaders

Past	Present (jobs that are on OJT)	Future
Too much learning is self-directed	Better documentation is available for Trainers and Employees training on the job, alleviating tribal knowledge	Trainers consistently deliver material across each shift
Dedicated trainer resources would be ideal – training is inconsistent from shift to shift	Training progress is available, but difficult to navigate	Training dashboards available to identify who is in training and monitor progress
Lack of visibility to employee training progress, creates an administrative burden		Training data connected across all systems: eliminating manual processes

We heard from the business there is a need to improve our training and onboarding processes. On-the-Job Training Program is a comprehensive, standardized training experience intended to foster a culture of training excellence and teamwork, improve new hire retention, and enhance communication among Frontline Leaders and Trainers. Providing trainees with the proper tools, support, and technology - allowing employees to contribute to their teams quicker, increasing their engagement.

OVERVIEW OF O.J.T.

On the Job Training: Four Step Process

Step 1: Read, Watch & Understand

Reviewing documentation to understand the process before hitting the floor

Step 2: Teach Forward, Teach Back

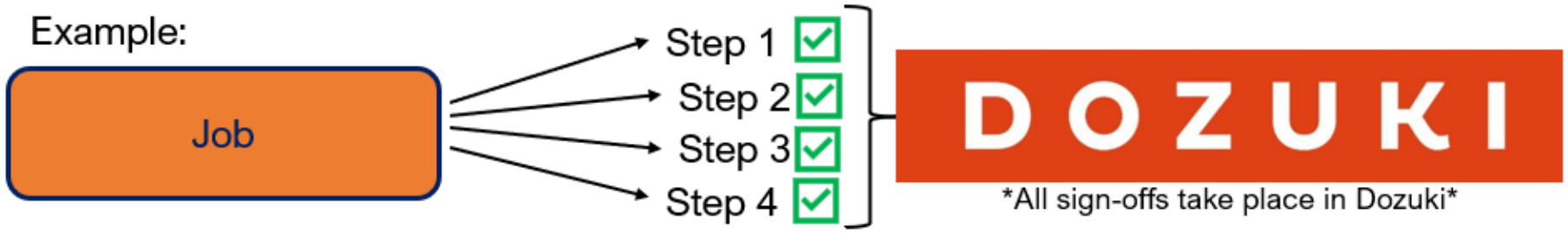
Observe and learn from trainer completing the task, perform the task at least 3x explaining to the trainer what task you are completing, how you are completing the task, and why it is important – sign-off completed by Trainer.

Step 3: Qualified Operator

Employee is demonstrating the ability to perform cyclic tasks independently. AKA – if the shift goes smoothly, the employee is comfortable – questionnaire and sign-off completed by FLL.

Step 4: Certified Operator

Employee is proficiently in performing cyclic and non-cyclic tasks, can troubleshoot, and capable of training others – questionnaire and sign-off completed by FLL.



The O.J.T. Experience

Current State	Cultural Shift
Traditionally, steel plants focus more on equipment and output than the individuals running them	OJT becomes a tool to humanize operations, showing employees, they are an investment
Many steel plants have an aging workforce with deep experience but informal training habits	Honor tribal knowledge while digitizing it for scalability and consistency
Training is treated like a checkbox activity	Forward thinking steel plants are starting to see O.J.T. as a driver of performance, retention, and innovation, not just onboarding
Steel plants operate with extreme heat, heavy machinery, and hazardous materials	OJT integrates safety culture as a core pillar, not just a compliance checkbox
Current training style is "watch and learn"	Veteran workers transition from task-doers to mentors with coaching skills
Little to no support provided	Providing TD support throughout the training process & making training a priority

CHARTER STEEL

WHY DOZUKI?

Visual Work Instructions
Clear, step-by-step guides with images and videos

Mobile & Shop Floor Access
View instructions on tablets, phones, or workstations

Tracks Training & Certifications
Monitors employee progress and ensures compliance

Reduces Errors & Downtime
Minimizes miscommunication and procedural mistakes

DOZUKI TRAINING SYSTEM

CHARTER STEEL

DOZUKI SYSTEM

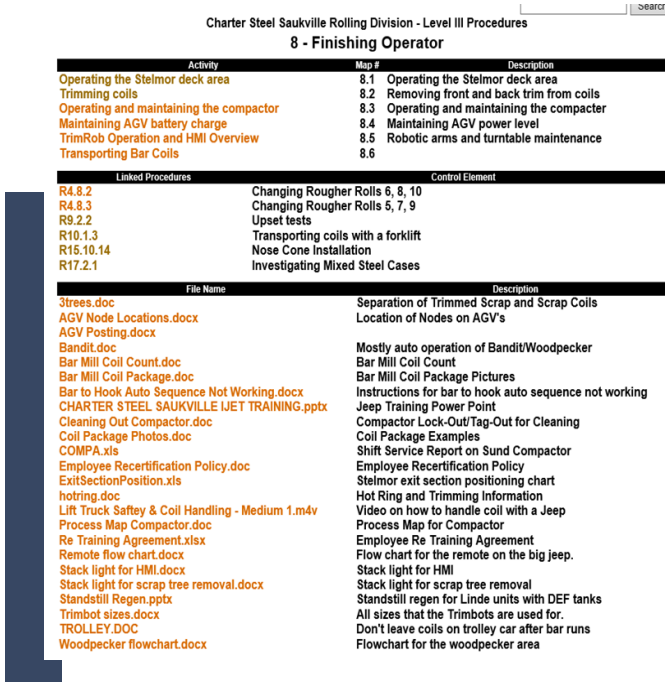
Combining safe work practices, procedures and job criteria to build a better training program.

Why Are We Doing This?

- To create a step-by-step guide for each task in every job to achieve a more consistent result during training, regardless of trainer.
- To provide greater detail to the existing procedures to avoid deviation.
- To add all required levels of oversight to ensure that any changes to procedures are reviewed by all relevant personnel.
- To find any gaps that may exist in our current procedures.

REVIEWING OUR PROCEDURES, SAFE WORK PRACTICES AND JOB CRITERIA.

Reviewing our existing documentation to determine what is needed and what is not.



Charter Steel Saukville Rolling Division - Level III Procedures

8 - Finishing Operator

Activity	Map #	Description
Operating the Stelmor deck area	8.1	Operating the Stelmor deck area
Trimming coils	8.2	Removing front and back trim from coils
Operating and maintaining the compactor	8.3	Operating and maintaining the compacter
Maintaining AGV battery charge	8.4	Maintaining AGV power level
TrimRob Operation and HMI Overview	8.5	Robotic arms and turntable maintenance
Transporting Bar Coils	8.6	

Linked Procedures	Control Element
R4.8.2	Changing Rougher Rolls 6, 8, 10
R4.8.3	Changing Rougher Rolls 5, 7, 9
R9.2.2	Upset tests
R10.1.3	Transporting coils with a forklift
R15.10.14	Nose Cone Installation
R17.2.1	Investigating Mixed Steel Cases

File Name	Description
3trees.doc	Separation of Trimmed Scrap and Scrap Coils
AGV Node Locations.docx	Location of Nodes on AGV's
AGV Posting.docx	
Bandit.doc	Mostly auto operation of Bandit/Woodpecker
Bar Mill Coil Count.doc	Bar Mill Coil Count
Bar Mill Coil Package.doc	Bar Mill Coil Package Pictures
Bar to Hook Auto Sequence Not Working.docx	Instructions for bar to hook auto sequence not working
CHARTER STEEL SAUKVILLE IJET TRAINING.pptx	Jeep Training Power Point
Cleaning Out Compactor.doc	Compactor Lock-Out/Tag-Out for Cleaning
Coil Package Photos.doc	Coil Package Examples
COMPA.xls	Shift Service Report on Sund Compactor
Employee Recertification Policy.doc	Employee Recertification Policy
ExitSectionPosition.xls	Stelmor exit section positioning chart
hotring.doc	Hot Ring and Trimming Information
Lift Truck Saftey & Coil Handling - Medium 1.m4v	Video on how to handle coil with a Jeep
Process Map Compactor.doc	Process Map for Compactor
Re Training Agreement.xlsx	Employee Re Training Agreement
Remote flow chart.docx	Flow chart for the remote on the big jeep.
Stack light for HMI.docx	Stack light for HMI
Stack light for scrap tree removal.docx	Stack light for scrap tree removal
Standstill Regen.pptx	Standstill regen for Linde units with DEF tanks
Trimbot sizes.docx	All sizes that the Trimbots are used for.
TROLLEY.DOC	Don't leave coils on trolley car after bar runs
Woodpecker flowchart.docx	Flowchart for the woodpecker area

	Finishing Operator	
34	Banding Scrap Trees	Finishing Operator
35	Blowing Out the Autobander	Finishing Operator
36	Cutting Bands for the Compactor Banding Tree and Auto Com	Finishing Operator
37	Cleaning Downender	Finishing Operator
38	Bar Mill Trimming Area	Finishing Operator
39	Cobble and Stringer Removal in the Downender Pit	Finishing Operator
40	Trimming Front of Rod Coils at Trimming Station/ Tensil Room	Finishing Operator
41	Dumping a Coil into the Scrap Trailer	Finishing Operator
42	Dumping Scrap Buckets	Finishing Operator
43	Fueling Jeeps	Finishing Operator
44	Pulling Back Ends	Finishing Operator
45	Removing the Scrap Tree from the Rod Conveyor	Finishing Operator
46	Restringing the Compactor	Finishing Operator
47	Separating Coils and or Reworks	Finishing Operator
48	Straightenting Trees	Finishing Operator
49	Use of Walkways in the Stelmor work area	Finishing Operator
51	Welding Banding Wire	Finishing Operator
52	Rod Trim Area Fan / Blower Control	Finishing Operator
53	Stelmor Conveyor Fan / Blower Control	Finishing Operator
54	Conveyor & Reform Tub Stringer and Cobble Removal	Finishing Operator
68	Cleaning the Woodpecker Pit	Finishing Operator
115	Scale Bucket Cart	Finishing Operator
116	Placing Scale Test Weight onto the Hook System	Finishing Operator
118	Cleaning Auto Compactor Pit	Finishing Operator
69	Changing any of the Hydraulic Cutters	Finishing Operator
70	Cleaning the Bar Mill Conveyer Tilt Trolley Pit	Finishing Operator
71	Removing Multiple coils from downender 2 on 1	Finishing Operator
72	Operating Compactor with Skewed Coils	Finishing Operator
79	Proper use of the jib crane to remove a Downeder cobble	Finishing Operator
80	Using Pole Jeep to Remove Coils from the Tilt Trolly to the Of	Finishing Operator
86	Putting tie wire coil onto the carrier	Finishing Operator
108	Switching Over Woodpecker From Rod to Bar	Finishing Operator
134	Clearing Stringer on LGV or Fixing Rings on LGV	Finishing Operator
135	Entering Trimbot Cell (Clearing Stringers, etc.)	Finishing Operator
137	Turntable Scrap Trees (Remove and/or Adjust Scrap Ring)	Finishing Operator
139	Jaws of Life	Finishing Operator
140	Driving Through the Coil Yard	

PROCEDURES

Evaluate all procedures to look for:

- Redundancy
- Gaps in our process coverage
- Antiquated procedures

SAFE WORK PRACTICES

Evaluate All Safe Work Practices for:

- Accurate assessments of exposures
- Pairing with the relevant procedure
- Assessing if safety call outs need to be added.

DOCUMENTING OUR ANALYSIS

ASSESSING ALL PROCEDURES

Plant Location - Work Area Level III Review						
Procedure Name & Number:	Is this document used for training?	Does this task impact Safety, Quality or Productivity? (If no, the doc should not be an SOP)	Training priority level (impact to safety & quality)	Technical Complexity Level (low, medium, high)	State of the Documentation	Does this need to be a step-by-step guide or better suited as a reference guide?
R4.1.1 - Section at 10 stand	Yes	Yes	High	Medium	Needs updating	Step-by-Step
R4.1.2 -Setting Parting	Yes	Yes	High	Medium	Needs updating	Step-by-Step
R4.1.3 - Roller Entry Guides	Yes	Yes	High	Medium	Needs updating	Step-by-Step
R4.4.2 - Entry Guides	Yes	Yes	High	High	Needs updating	Step-by-Step
R4.4.3 - Roughing Mill Sandwich	Yes	Yes	High	Medium	Needs updating	Step-by-Step
R4.4.5 - Emergency Roll Change Procedure	Yes	Yes	High	High	Needs updating	Step-by-Step
R4.5.1 - Startup/ Shutdown Checklists	Yes	Yes	High	Medium	Needs updating	Step-by-Step
R4.7.2 - Mill Stand Break Away Coupling Bolts	Yes	Yes	Medium	Low	Needs updating	Reference guide
R4.8.1 - Changing Breakdown Rolls	Yes	Yes	High	High	Needs updating	Step-by-Step
R4.8.2 - Changing Rougher Rolls 6, 8, 10	Yes	Yes	High	High	Needs updating	Step-by-Step
R4.8.3 - Changing Rougher Rolls 5, 7, 9	Yes	Yes	High	High	Needs updating	Step-by-Step
R4.8.4 - Starting Up After Roll Change	Yes	Yes	Medium	Medium	Needs updating	Step-by-Step
R3.6.14 - Identifying and Tagging 10 Stand Chops	Yes	Yes	High	Medium	Needs updating	Step-by-Step
R9.3.2 - Significant Quality Problems	Yes	Yes	High	Medium	Needs updating	Step-by-Step
R9.16.1 - Bearing Quality Grades	Yes	Yes	High	High	Needs updating	Step-by-Step
R9.16.2 - Aircraft Quality Grades	Yes	Yes	High	High	Needs updating	Step-by-Step
10 Stand Hot an Cold Sections.xls	No	No			Not Needed	
BDRM Setup Part Table.xls	Yes	Yes	Medium	Medium	Good to go	Reference guide
Changing 4 std. Shear Bucket.doc	Yes	Yes	High	Medium	Needs updating	Step-by-Step
Drive118.doc	Yes	Yes	High	Low	Good to go	Reference guide
Flywheel.doc	No	No			Not Needed	
Grade Equiv table.doc	No	No			Not Needed	
ITEMS.doc	Yes	Yes	Medium	Low	Needs updating	Step-by-Step
Lap Gauge Calibration 2 10 Stand.doc	No	No			Not Needed	
Parting Procedure.wmv	Yes	Yes	Medium	Low	Needs updating	Step-by-Step
Parts Usage Form.xlsx	Yes	Yes	Low	Low	Good to go	Reference guide
Pass Wear Check 1-10.doc	No	No			Not Needed	
Re Training Agreement.xlsx	No	No			Not Needed	
RMsect.doc	Yes	Yes	High	Low	Good to go	Reference guide
Roughcheck.xls	No	No			Not Needed	
Rougher and BDM Static-insert wear.xlsx	Yes	Yes	Medium	Medium	Good to go	Reference guide
Rougher Grease Schedule.doc	Yes	Yes	Medium	Medium	Good to go	Reference guide

Reviewing each procedure and determining:

- If the document is used for training
- If the task impacts safety, quality or productivity
- The level of priority
- The complexity of the task
- The state of the document
- Whether it is a reference guide or step-by-step
- Any notes about changes that may need to get made

MES/Original Document Title	Dozuki Title	SOP or Wiki?	Category Location in Dozuki	Course	Start	Content Collected and Steps are Outlined	Ready for Technical Writer Review	Quality Review	Safety Review
								Color blue when ready for quality review	*Color orange when ready for safety review*
R8.1.8 - 2 on 1 downender	2 coils on 1 Downender	SOP	CSSR - Finishing Team	CSSR - Conveyor	Yes	Text and most pics entered into Dozuki	Reviewed 11/9 (Susan) Please fill in the Task Table. I'm not sure the operator is wear the required PPE. PPE pre-req added - Great photos Table filled out 12/12	2/6 AC: Step 11.3 does not need to be QC, whomever knows the control panel can complete the step. Current procedure 8.1.8 updated to match, T&D issued. Made changes to step 11.3 TZ 2/7	Great Guide, No more safety callouts needed.(AM 11/18)
R8.2.3 - Downender and coil car stringers	Downender and Coil Car Stringers	SOP	CSSR - Finishing Team	CSSR - Conveyor	Yes	Text and most pics entered into Dozuki	Reviewed 11/9 (Susan) Please fill in the Task Table. I'm not sure the operator is wear the required PPE. PPE pre-req added - Great photos Table filled out 12/12	2/6 AC: Current procedure 8.2.3 updated to match, T&D issued.	Great Guide, No more safety callouts needed.(AM 11/18)
Workday learning - Don't tangle up I, II, III	Tail End Stringers at the Nose Cone	SOP	CSSR - Finishing Team	CSSR - Conveyor	Yes	Text and pics added into Dozuki	Reviewed 11/20 (Susan) PPE pre-req added by TZ Table filled out 12/12	2/12 AC: reviewed	Good Pictures, Good Callouts! Nothing else needed from safety. (02.25 AM)
Workday learning - Stelmor hood and drive lockout (Conveyor Hood LOTO)	Stelmor Hood and Drive Lockout	External Content	CSSR - Finishing Team	CSSR - Conveyor	Yes	Needs to be added to Dozuki	Reviewed 10/24 (Susan) Articulate e-learning file added to Dozuki. Please fill in the Task Table. Table filled out 12/12	2/12 AC: reviewed	Good Callouts, Nothing additional needed for safety. (AM 11/19)
SWP #44 - Pulling back ends	Pulling Back Ends on the Conveyor	SOP	CSSR - Finishing Team	CSSR - Conveyor	Yes	Text and pics added into Dozuki	Reviewed 10/8 (Susan) Table filled out 12/12	2/6 AC: reviewed	Excellent Pictures! Step could use a callout for pinchpoint awareness. (10/25 AM) Added pinchpoint call out (10/30 TZ)
SWP #54 - Conveyor & reform tub stringer and cobble removal (Split)	Conveyor Stringer Removal	SOP	CSSR - Finishing Team	CSSR - Conveyor	Yes	Text and most pics entered into Dozuki	Reviewed 11/10 (Susan) Please fill in the Task Table. PPE pre-req added Table filled out 12/12	2/6 AC: reviewed	Great Guide, No more safety callouts needed.(AM 11/18)
SWP #54 - Conveyor & reform tub stringer and cobble removal (Split)	Reform Tub Cobble Removal	SOP	CSSR - Finishing Team	CSSR - Conveyor	Yes	Text and pics entered into Dozuki	Reviewed 11/10 (Susan) Please fill in the Task Table. PPE pre-req added Table filled out 12/12	2/6 AC: reviewed	Step 4, needs to have the color callout changed from "red safety locks" to "orange safety locks. The color matters. Orange is group lockout, Red is Continuity.(AM 11/18) Changed to orange lock and added removing the locks step. (TZ 11/18)
SWP #79 - Proper Use of Jib Crane to							Reviewed 11/10 (Susan) Please fill in the Task Table. PPE pre-req added Table filled		Step 2 needs the following callout"A load suspended from a crane is a line of fire exposure. Stay out from under the load while lifting.", I know it is also on step

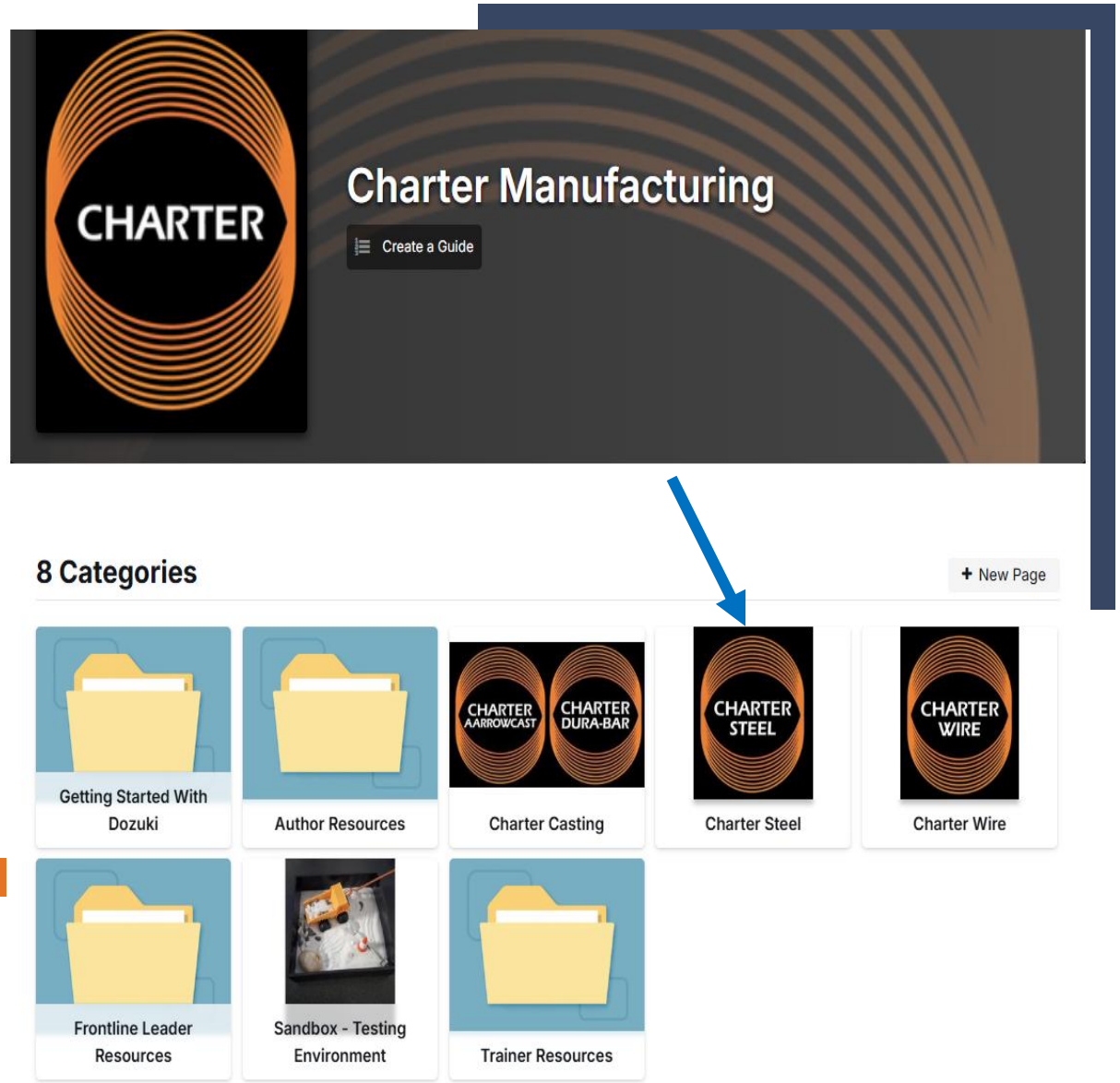
Document Checklist

The Document Checklist helps the authors keep track of:

- The original procedure and/or SWP identity
- Where it will live within Dozuki
- Where we are in the process of converting the document
- Any notes for the author from safety, quality and the technical writer

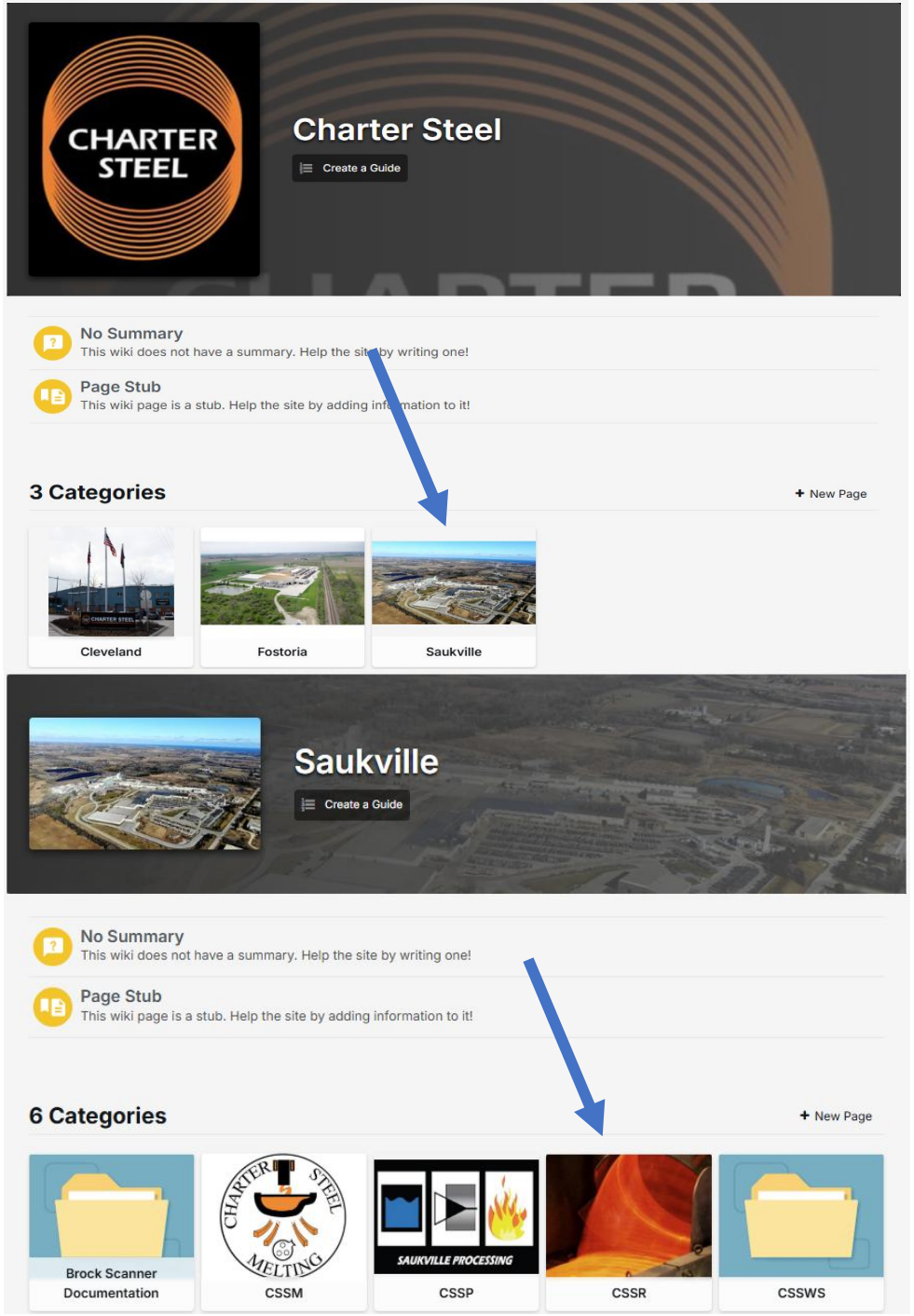
Dozuki Categories

Categories allow for every plant, division and department's guides to be housed within one program



Dozuki Categories

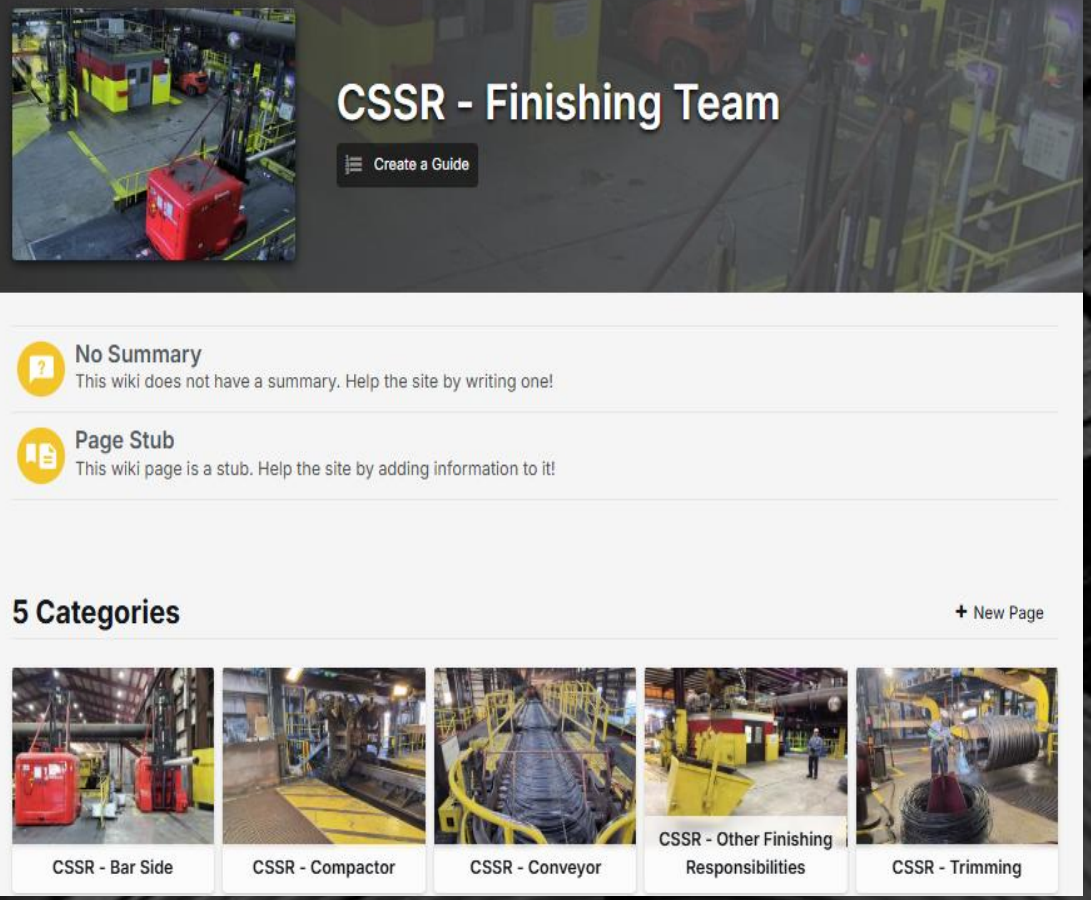
Easy to understand pathways to each area of the business



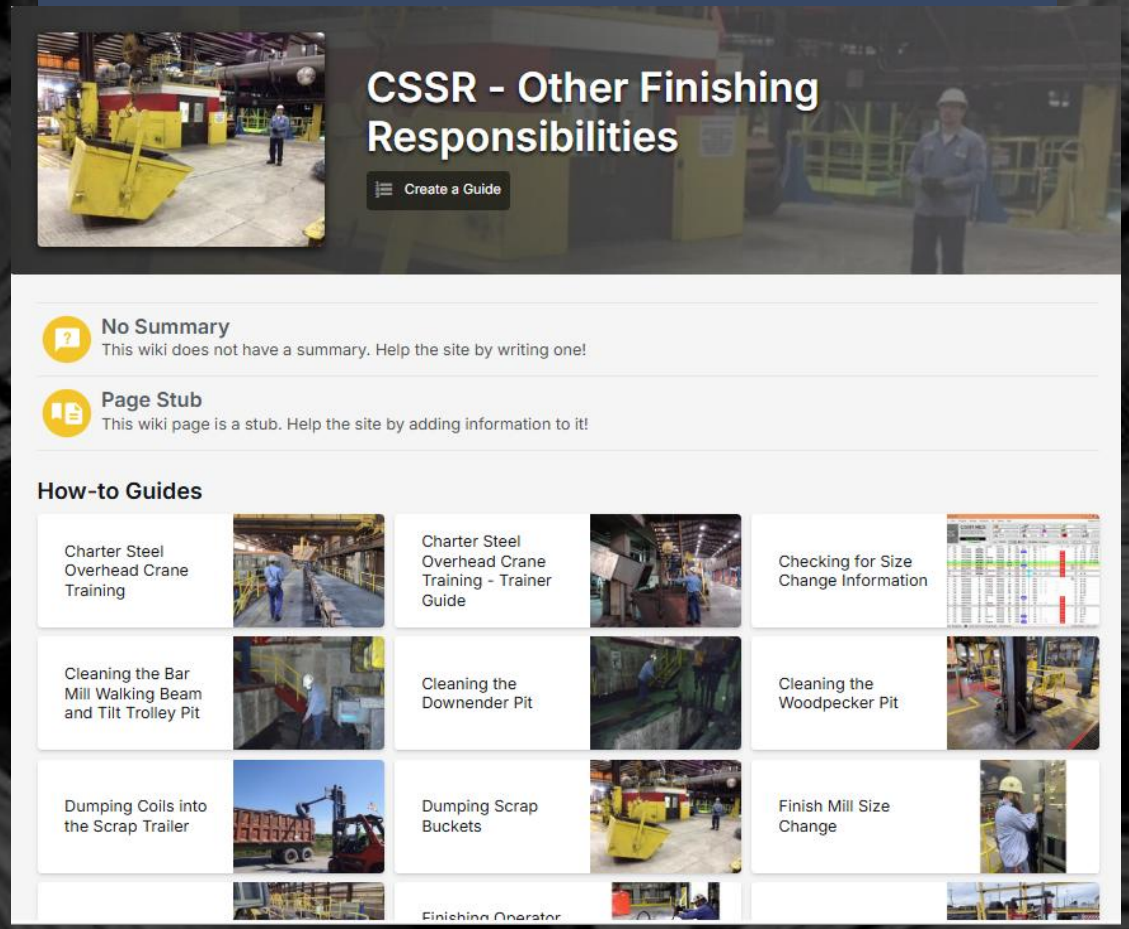
CREATING GUIDES

JOBS AND GUIDES

Categories Within Each Job

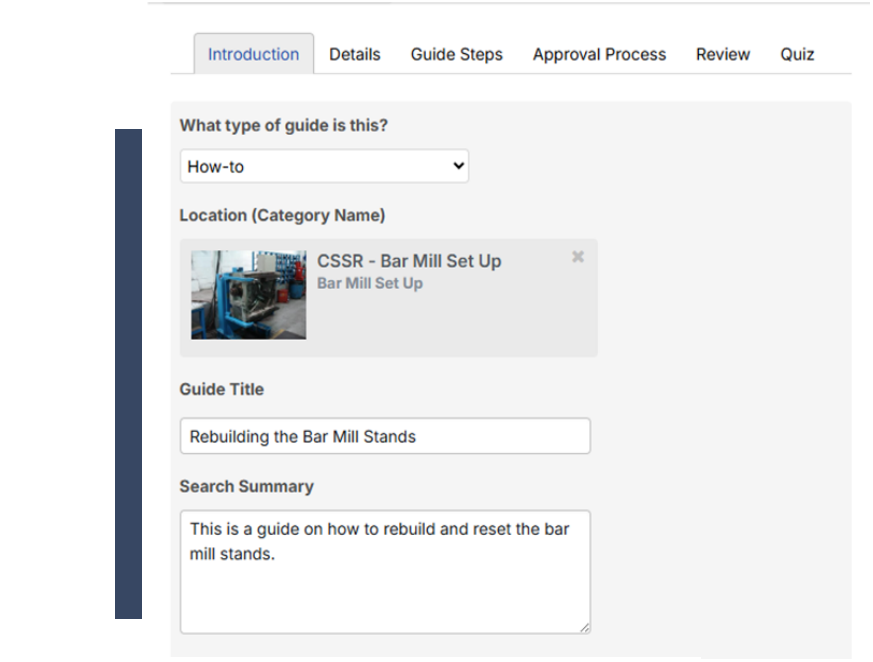


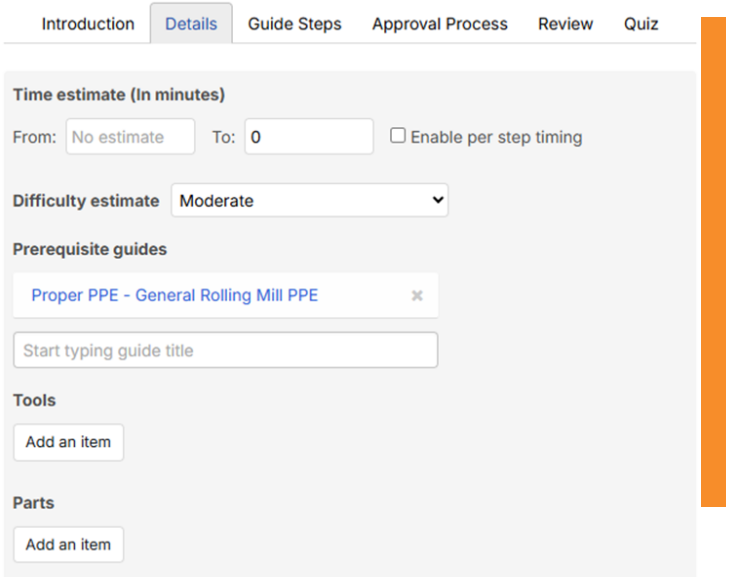
Guides Within Each Category



GUIDE CREATION

Creating step-by-step guides for each task





INTRODUCTION

The introduction tab allows for you to:

- Add the title
- Add a search summary
- Add the thumbnail for the guide

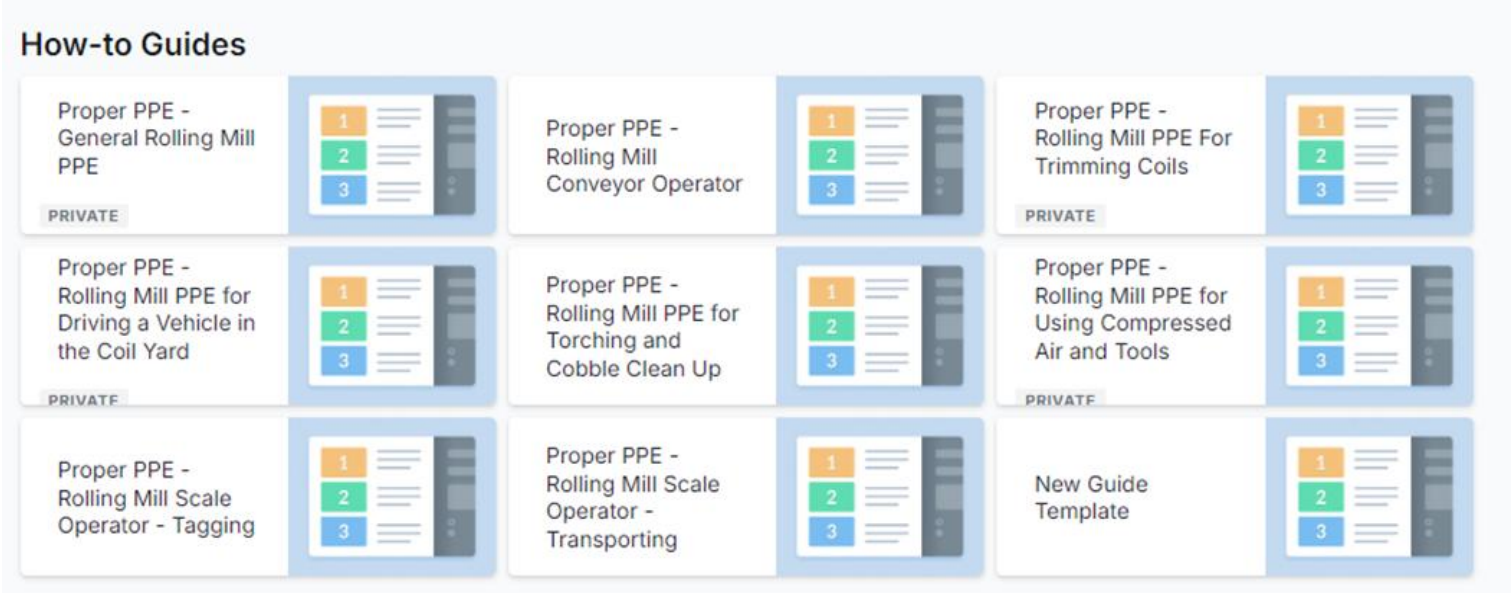
DETAILS

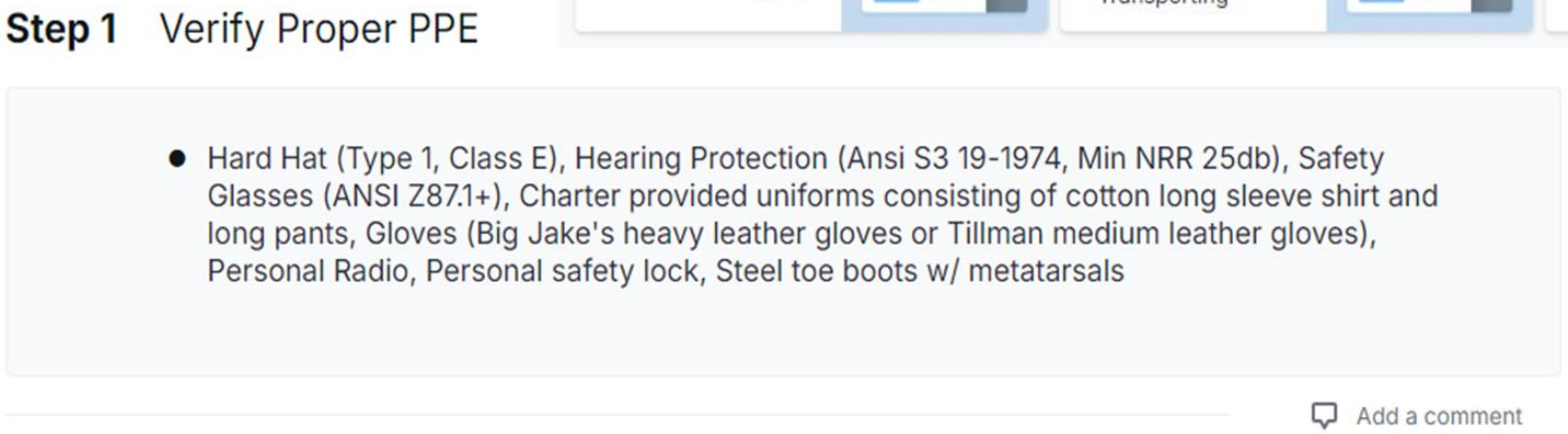
The Details tab allows for you to add your PPE Prerequisite guide. A Prerequisite Guide is PPE criteria for specific tasks that can be linked into the guide. When details about a job's specific PPE requirements change, changing the prerequisite will change all guides it's been linked to.

PREREQUISITE GUIDES

THE PPE MATRIX FOLDER

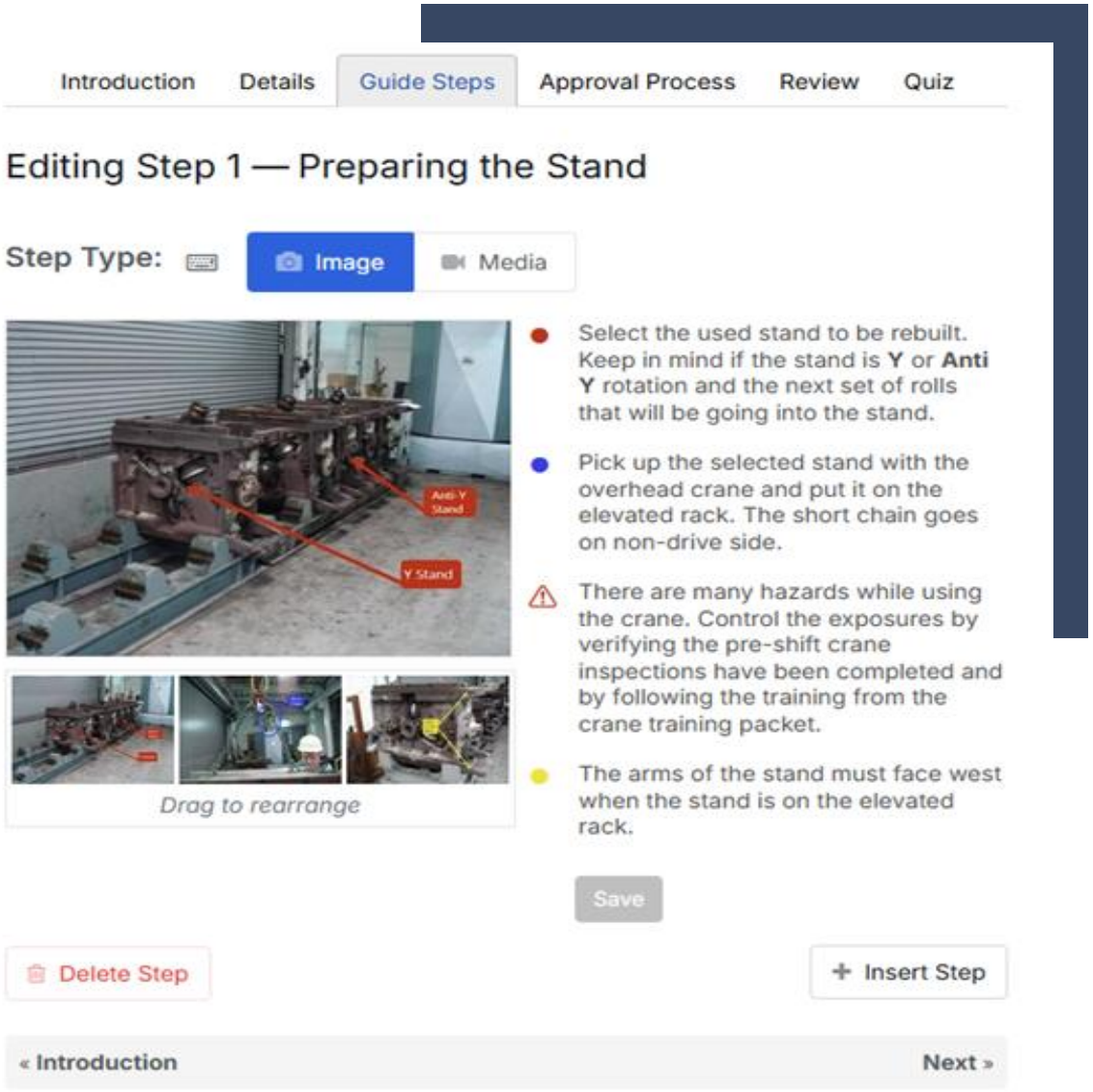
The PPE Matrix folder houses all your PPE Prerequisite guides.





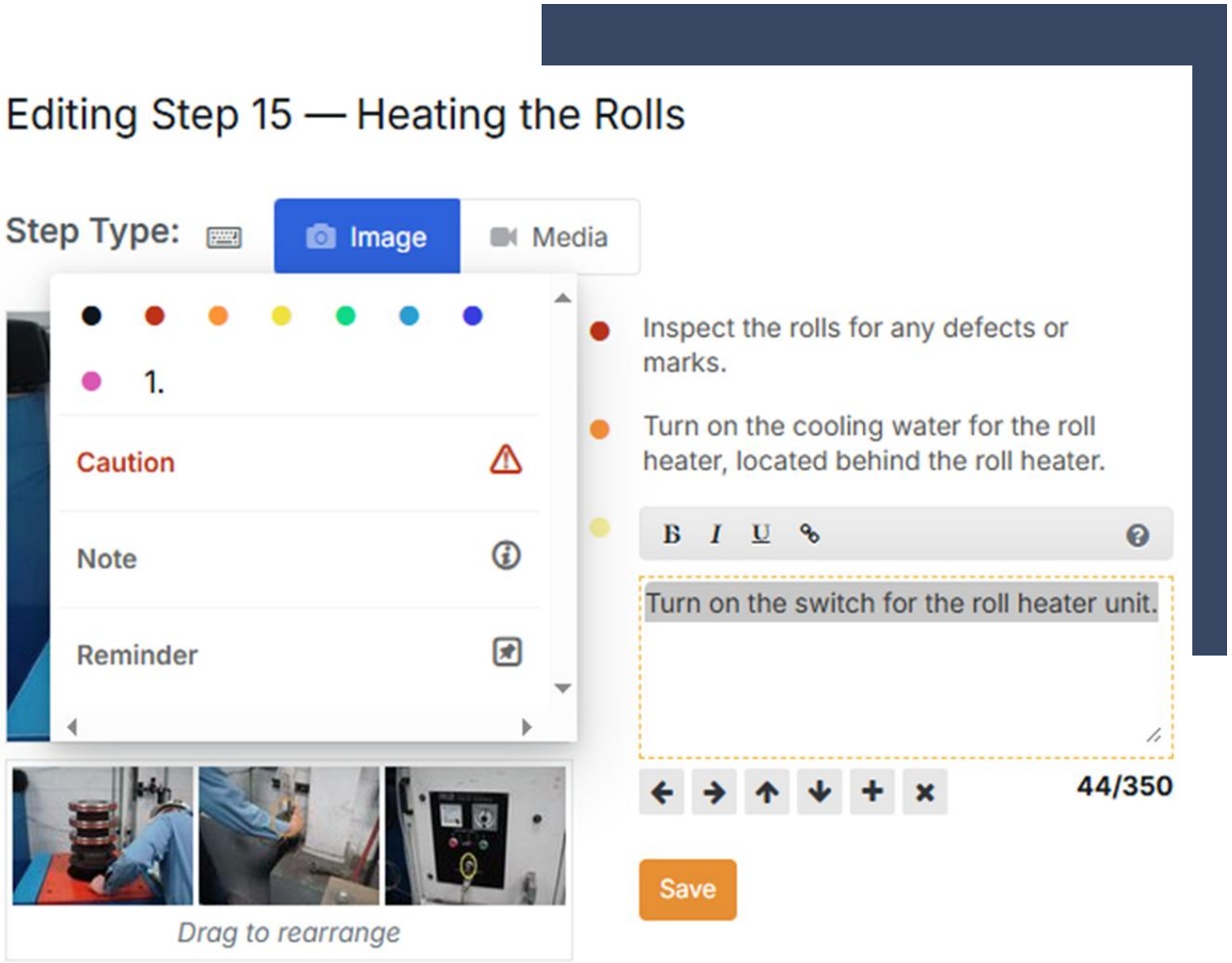
Guide Steps

- Each step allows for 3 images or 1 video
- Each step allows for 8 bullet points at 350 characters a piece.
- Each step allows for the use of different colors, shapes, text boxes as well as Caution and Note symbols



Bullet Points

Each bullet point can be changed to different colors or numbers as well as to a Caution symbol for safety call-outs or a Note symbol for anything that isn't a step but needs to be included.



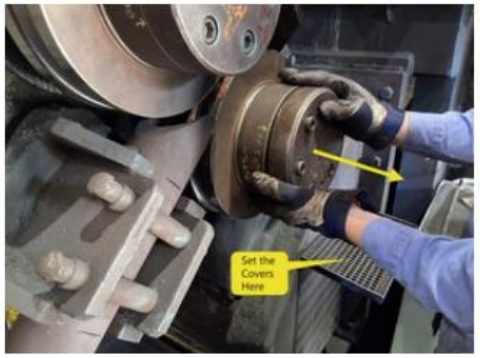
Editing Tools

Options for markers include:

- Boxes
- Circles
- Arrows
- Lines
- Measuring Stick
- Curved Arrows
- Text
- Text box
- Highlighters

Customize markers by:

- Color
- Thickness
- Arrow Directionality
- Text color
- Text Box Color



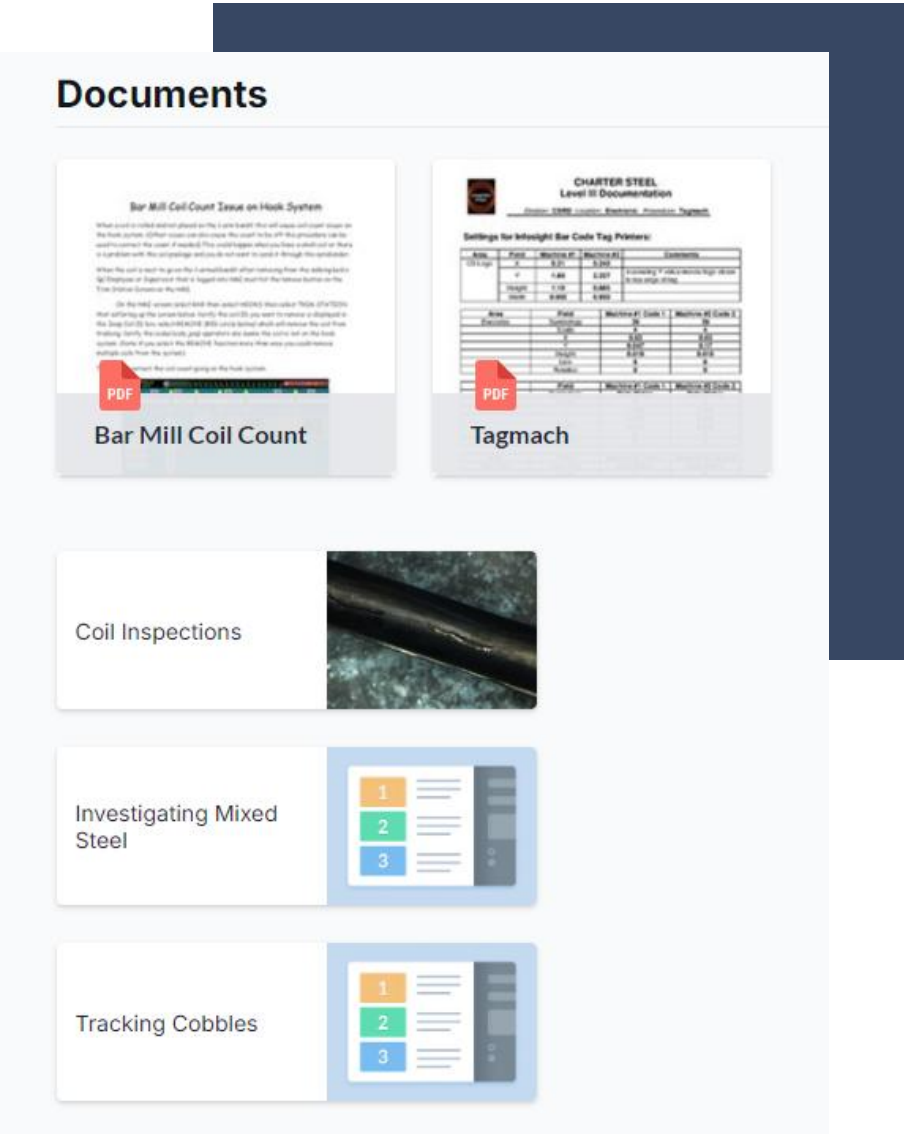
- Remove all 6 Allen head cover bolts and set them aside.
  - ⓘ You can use the pneumatic impact for this.
  - ⓘ Be careful not to lose the washers for the Allen head bolts.
- ⚠ Control the **Line of Fire** and **Pinch Point** exposures by keeping y eyes on the task and by always being aware of your hand placer
- ⚠ When removing the last bolt, press the cover back into the shaft avoid **Line of Fire** injuries from dropping the cover.
- Once the last bolt is removed, you can remove the cover and set aside.
- You can now remove the spacer and set it aside as well.

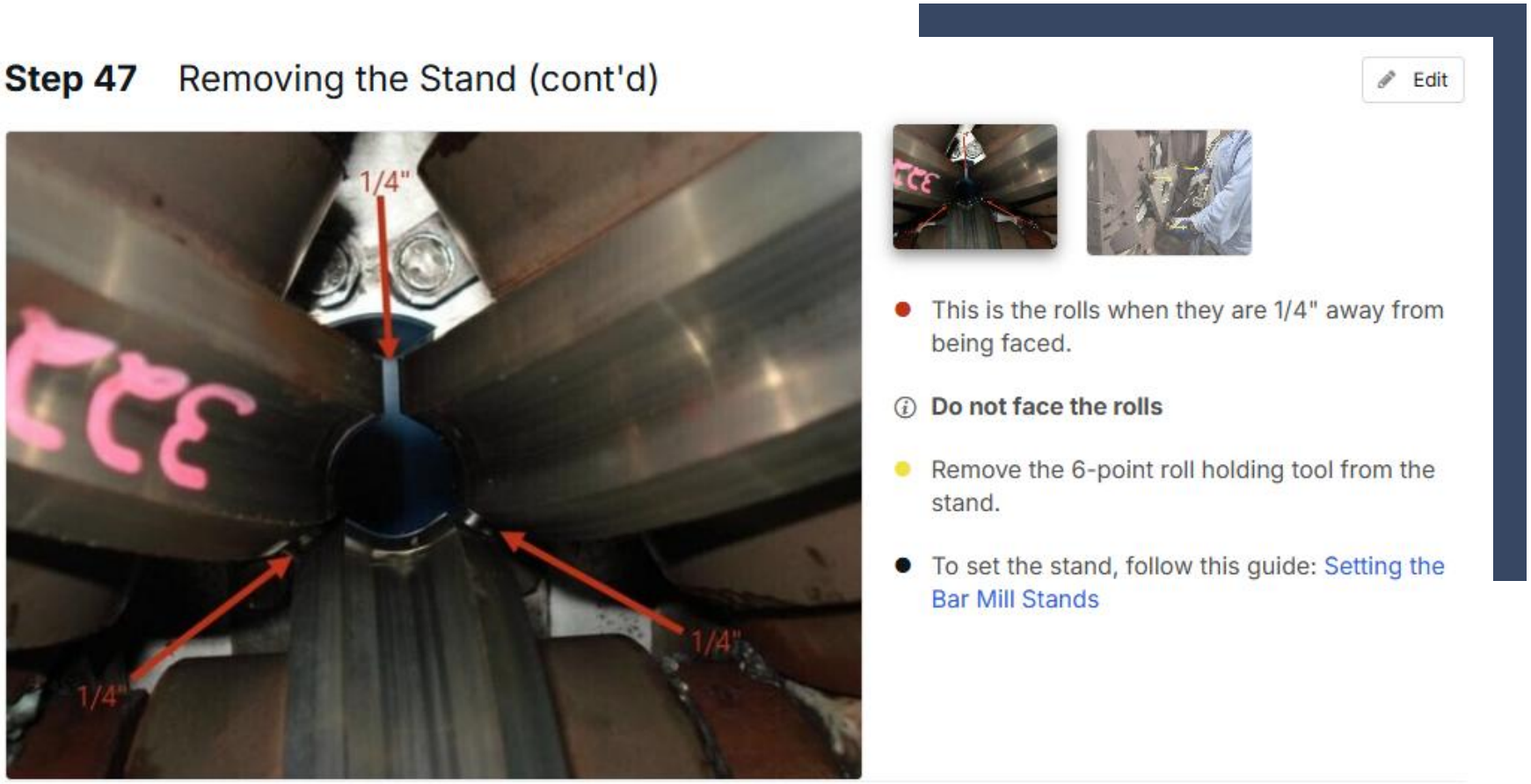
THE TRAINEE VIEW

CHARTER STEEL

Documents and Mirrored Guides

- Reference documents can be included
- Guides can be mirrored to different categories, allowing for complicated procedures to be added to multiple affected jobs.





Links Within Guides

Links can be used to:

- Keep commonly used processes separate, such as Lockout procedures
- Keep related guides separate to avoid long guides
- Put processes in that aren't related to the procedure

Step 3 - Qualified

- Personnel trained in the basics of the job.
- Can cover the job but won't be capable of training new personnel
- Won't be capable of troubleshooting advanced issues.

Step 3
Qualified Questionnaire

CSSR - Finishing Supervisor Questionnaire - Step 3 - Qualified

These questions are provided to Supervisors to ask each employee who is progressing to become Qualified in the Finishing Operator position in Saukville Finishing.

The following questions should be asked by a supervisor when a trainee is under consideration to become a Qualified Operator and Step 3 in the training process.

Setting:

Supervisors should either sit down with the trainee one-on-one to ask these questions or be on the floor with the trainee to better demonstrate their skill set.

Expectations:

Trainee needs to have at least **280 - 480 hrs.** on the job.

Questions:

- How do you stop the AGV's to fix an issue?
- How do you put the AGV's on the charging dock?
- How do you inspect the AGV's at the start of shift?
- How and why do you adjust the exit section on the conveyor?

Step 4 - Certified

- Personnel trained in all aspects of the job.
- Can train new operators in the job
- Fully capable of trouble shooting advanced issues

Step 4

Certified Questionnaire

CSSR - Finishing Supervisor Questionnaire - Step 4 - Certified

These questions are provided to Supervisors to ask each employee who is progressing to become Certified in the Finishing Operator position in Saukville Finishing.

The following questions should be asked by a supervisor when a trainee is under consideration to become a Certified Operator and Step 4 in the training process.

Setting:

Supervisors should either sit down with the trainee one-on-one to ask these questions or be on the floor with the trainee to better demonstrate their skill set.

Expectations:

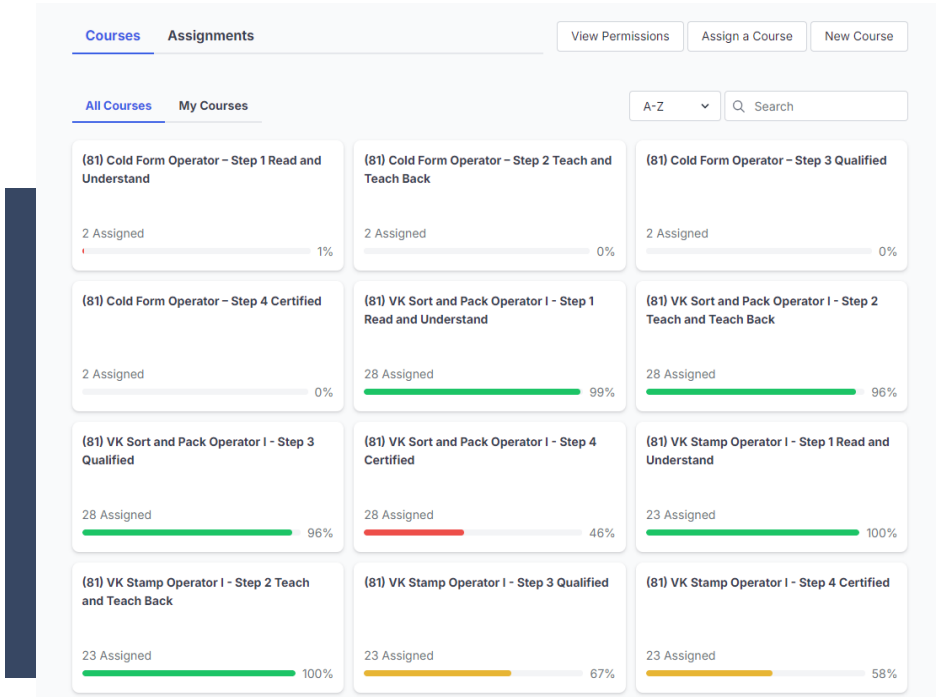
Trainee needs to have at least **280 - 480 hrs.** on the job

Questions:

- How do you lock out the conveyor hoods?
- How do you operate the walking beam and tilt trolley panel?
- How do you remove coils from the tilt trolley manually?
- How do you lock out the ring distributor?

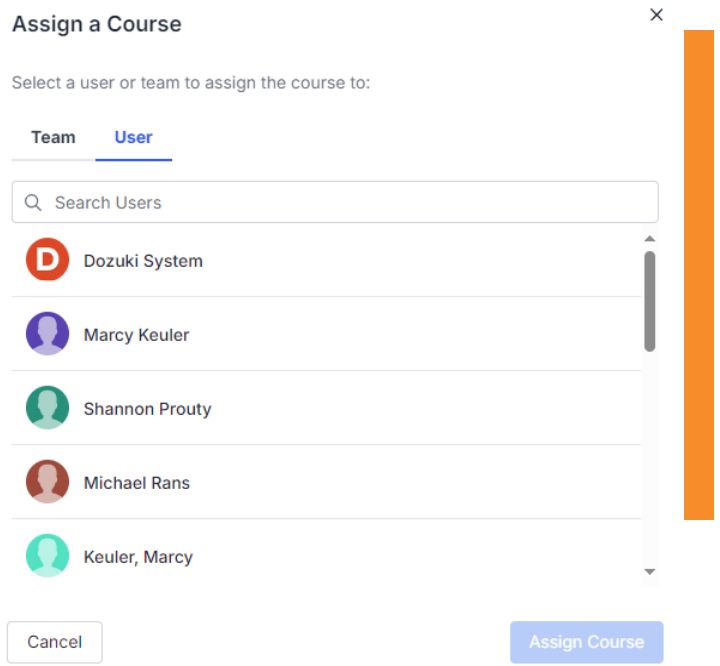
ASSIGNING COURSES

Adding Operators to the courses that they will be training in.



COURSES

Selecting the appropriate course for the specific operator



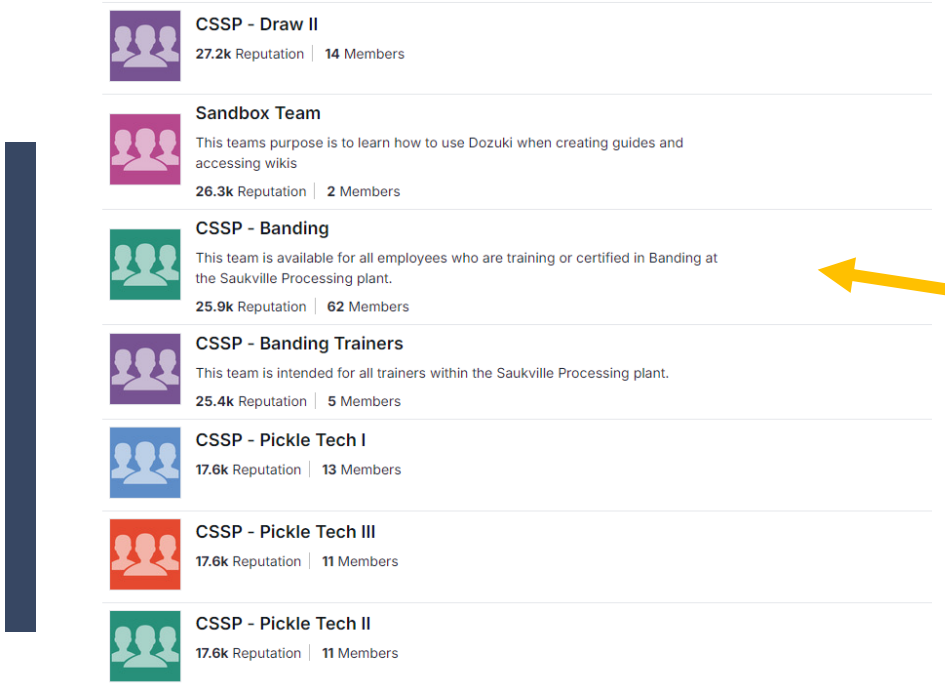
ASSIGNING COURSES

Selecting the operator or operators that you want the course assigned to

TRAINER TEAMS

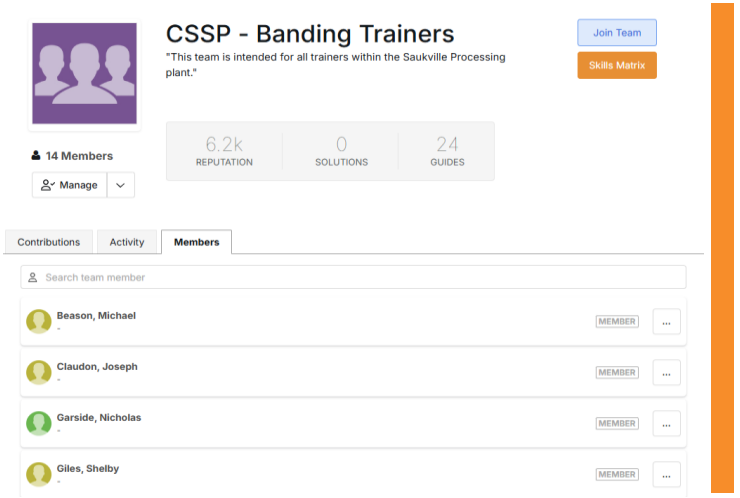
Approved sign-offs for Steps 2, 3 and 4 require 2 Teams:

- Certified Trainer Team for Step 2
- Shift Supervisor Team for steps 3 & 4



TRAINER TEAM

Teams for sign-offs on different jobs.



TRAINER TEAM MEMBERS

Members of the training team that can sign off on step 2 within that specific job.

Pilot Plant: Processing

Charter Steel

PILOT PLANT: PROCESSING

TRAINING BEFORE O.J.T.

Shadow and Learn Approach

New hires are paired with an experienced operators and expected to watch, follow, and eventually do

No Standardized Curriculum

No consistency between shifts or departments

Experience Equals Expertise

The best operators are expected to train others; even if they've never been taught how to teach

Minimal Documentation

Certifications sit on leadership desks for months before being uploaded into the system

Limited Follow-Up

No formal skills evaluation or feedback loop

Where is Processing Now?

Standardized Work Instructions with Visual Clarity	**Operators now have access to consistent & approved step by step instructions directly from the shop floor**
Structured O.J.T. Training Paths	**We have built a clear qualified & certified path of training that outlines what each operator needs to learn, who signs off on it, and how their progress is monitored**
Real-Time Updates & Continuous Improvement	**Training content is always current: helping us reduce variation, avoid rework, and ensure safety standards are met**
Empowering Trainers and Operators	**Cultural shift from “just get the job done” to “understand the job, do it right, and improve it”**
Visibility and Metrics for Training Effectiveness	**We now have real-time visibility into who is trained, on what tasks, and at what level**

ROLLING MILL LAUNCH

WHAT ARE WE DOING DIFFERENTLY?

O.J.T. DEDICATED RESOURCE

Purpose of a Dedicated Resource

- To build, own, and lead O.J.T.
- Ensure training is structured, standardized, and aligned with operational goals

Key Responsibilities:

- Design and Standardize the O.J.T. System
  - SOP analysis and conversions across all jobs in mill
- Coach & Certify Trainers
  - Identify and develop in house trainers across shifts
  - Provide guidance, tools, & feedback to trainer to keep standards high
- Monitor and Track Progress
  - Partner with workforce development to maintain records, build dashboards, and align with learning systems
- Ensure Safety and Quality Integration
  - Safety protocols, checklists, and quality checks in all training documents

Cultural Role & Impact:

- Change Agent: acts as bridge between generations, formalizing tribal knowledge while respecting the work of legacy workers

- Connector: Works closely with production supervisors, maintenance, QA, safety, and HR to ensure alignment and relevance of training content

FUTURE OUTLOOK

35
Company Confidential 35

What is Next?

Alignment across all Plants

Standardized processes and procedures across sites

Shared best practices and lessons learned across facilities

Easier integration of new lines, equipment, and teams

Data Driven Workforce Development

Real-time visibility into training progress and skill gaps

Use analytics to optimize workflows, identify trends, and reduce variation

Data-backed decisions to improve safety, quality, and efficiency

Consistent Training Experience

Personalized learning pace

Fewer paper binders, more digital access

Immediate updates when procedures change

Easier access to SOPs and training

Sustainability after Launch

Ongoing system updates to reflect process changes and improvements

Internal champions and trainers to drive adoption and engagement

Scalable framework to support future growth, audits, and compliance

CHARTER STEEL

CLOSING

We’ve heard the call for better training and onboarding, and we are taking action.

The On-the-Job Training Program is more than just a process; it’s a commitment to building a culture of safety, trust, teamwork and continuous improvement.

By empowering our operators with the right tools, support, and technology, we’re setting are teams up for lasting success.

Together, we’re not just improving retention and communication; we’re creating a stronger, more engaged workforce ready to drive our business forward.

One Family. One Team.

chartersteel.com