



MILITARY TIMES  
**EDGE**

Best for Vets: Employers 2011

## Best for Vets: Employers 2011

This document contains respondents between 57 and 57 inclusive.

Welcome to the Military Times EDGE "Best for Vets: Employers" survey.

A few notes before you get started:

If you quit the survey before pressing "submit" on the final page, your answers will be saved. You can return to the survey to change or add answers by clicking on the emailed link again. At the end of the survey, you will have a chance to review your answers and print a copy for your records. You cannot return to the survey once you click "submit." If you need to make changes after submitting, contact Cecilia Hadley ([chadley@militarytimes.com](mailto:chadley@militarytimes.com) or 703.642.7387).

Thank you for your time and interest.

Are you filling out this survey on behalf of all of the company's divisions and/or subsidiaries?

- Yes
- No
- Not applicable

#### Section 1 of 4: Recruiting veterans

Does your company specifically recruit U.S. military veterans?

- Yes
- No

## If so, what strategies does your company use to recruit veterans?

- Attending military-specific job fairs
- Posting job openings on military-specific job boards
- Advertising in military-specific publications and websites
- Maintaining an employment website directed at veterans
- Contracting recruiters that specialize in veterans hiring
- Developing relationships with Local Veterans Employment Representatives
- Developing relationships with local Guard and Reserve units
- Developing relationships with the military Transition Assistance Program
- Developing relationships with student veterans groups and/or colleges
- Developing relationships with professional military associations
- Developing relationships with veterans service organizations
- Recruiting through current veteran employees
- Participating in the Employer Partnership of the Armed Forces
- Participating in Employer Support of the Guard and Reserve
- Participating in the Army Partnership for Youth Success program

### Other

Milicruit, ArmyPAYS, Passive recruitment website: <http://jobs.citigroup.com/veterans>, Job Postings on New Mexico Workforce website: <http://www.dws.state.nm.us>, Job openings posted on <http://www.Hirepatriots.com>, <http://hirevetsfirst.dol.gov>, <http://www.woundedwarriorproject.org/>, <http://www.taonline.com/TapOffice/>, Missouri Veteran Commision <http://www.mvc.dps.mo.gov/default.htm>, Veterans Administration <http://www.vba.va.gov/bln/vre/>

## How many military job fairs did your company attend in fiscal 2010?

- 1 to 10
- 11 to 20
- 21 to 30
- 31 to 40
- 41 to 50
- More than 50

### Other

Approximately 24 - 32 Virtual Job Fairs

**Please list the URL address of your company's military employment site.**

Website

<http://jobs.citigroup.com/video/veterans> (VIDEO);<http://jobs.citigroup.com/veterans> (customized webpage)

**Does your company have full-time employees who work specifically on veterans recruitment at least 50 percent of the time?**

- Yes
- No

**Do recruiters and hiring managers receive any training in military culture, structure or career paths?**

- Yes
- No

**If so, who receives this training?**

- All recruiters
- Some recruiters
- All hiring managers
- Some hiring managers

Other

There is a customized Diversity and Veterans SharePoint site for sharing of appropriate training on Veterans events and veteran hiring.

**How often?**

- Once
- Annually
- Biannually
- Quarterly

Other

Quarterly - web page is updated quarterly; along with a newsletter (monthly/biweekly)

**Do veterans receive any special consideration in your company's hiring process?**

- Yes
- No

**If so, how?**

- All veterans applications are marked and/or tracked as veterans
- All veterans are given contact information for staff members who work specifically with veterans
- All veterans are contacted directly by staff members who work specifically with veterans

Other

Caveat: Optional for the veteran to disclose veteran status upon application in Citi's applicant system

**What percentage of your recruiting budget for the last complete fiscal year was dedicated to recruiting U.S. military veterans?**

- Zero percent
- 1 to 10 percent
- 11 to 20 percent
- 21 to 30 percent
- 31 to 40 percent
- More than 40 percent
- Do not know
- Do not disclose

**How many new hires did your company make in the U.S. in fiscal 2010?**

- Do not know
- Do not disclose

Number

21679

**How many of those new hires identified themselves as military veterans?**

- Do not know
- Do not disclose

Number

.....

**How many of those new hires identified themselves as disabled military veterans?**

- Do not know
- Do not disclose

Number

**Does your company dedicate any effort and resources specifically to hiring disabled veterans?**

- Yes
- No

**If so, what strategies does your company use?**

- Assigning staff specifically to recruit and/or work with disabled vets
- Working with Defense Department and/or VA entities responsible for disabled vets
- Working with veteran service organizations dedicated to disabled vets
- Attending job fairs specifically for disabled vets
- Providing job-search help specifically to disabled vets
- Providing skills training specifically to disabled vets
- Providing internships specifically for disabled vets

Other

Flyers in Workforce Offices; Work with Vocational Rehabilitation; Wounded Warrior Project; Partner with Blind Rehabilitation Services

**Is there anything else you would like to tell us about your company's recruitment and hiring of disabled veterans?**

Citi participates in various virtual career fairs for the disabled; Indirect marketing via social media to disabled veterans programs

**Does your company have an active hiring program for active-duty military spouses?**

- Yes
- No

**If so, please describe the program.**

Participated in a Virtual Career Fair specifically for Military Spouses in May of 2011; Citi is a member of support networks for military spouses to ensure Citi may keep a pulse on what they want/need and be able to have something to tap into when we have events to advertise

## Is there anything else you would like to tell us about your company's recruitment and hiring of military veterans?

•Highlights for NA Staffing are the customized Video and Passive website designed specifically for veterans...

<http://jobs.citigroup.com/veterans>

<http://jobs.citigroup.com/video/veterans> (VIDEO)

### Section 2 of 4: Corporate culture

#### What percentage of your current U.S. employees have identified themselves as veterans?

- Zero percent
- 1 to 5 percent
- 6 to 10 percent
- 11 to 15 percent
- 16 to 20 percent
- 21 to 25 percent
- More than 25 percent
- Do not track
- Do not disclose

#### What percentage of your company's executive-level employees have identified themselves as veterans?

- Zero percent
- 1 to 5 percent
- 6 to 10 percent
- 11 to 15 percent
- 16 to 20 percent
- More than 20 percent
- Do not track
- Do not disclose

**Does your company's orientation and/or onboarding process include any elements specifically for military veterans?**

- Yes
- No

**If so, please describe them.**

We provide an overview of the various Leaves of Absence Citi provides which include Military, Military Training and Active Duty Leave and Military Caregiver Leave

**Does your company have any training programs (e.g., management training, skills training) exclusively or primarily for veterans?**

- Yes
- No

**If so, please describe them.**

Citi provides onsite training to disabled veterans via the Wall Street Warfighters program.

**Does your company have an employee affinity or resource group specifically for veterans and/or reservists?**

- Yes
- No

**If so, what does the employee group do? Check all that apply.**

- Maintains a listserv to communicate veteran- and reservist-related news and information
- Maintains a website or intranet site to facilitate communication and networking among veterans/reservists
- Holds regular social and/or networking events for veterans/reservists
- Organizes military-related service projects
- Offers orientation help for new veteran/reservist hires
- Facilitates mentorship opportunities between veterans/reservists

Other

Assists with recruiting veterans/reservists

## Does your company do anything else to connect veteran employees with each other?

Citi's Military Veterans Network and the New York Mets co-hosted "Teammates in the Community Week", a weeklong series of Memorial Day events with programs held at the USS Intrepid, the Empire State Building, Citi Field, and the Manhattan Veterans Administration Hospital. On Memorial Day over 200 service members, in NYC for Fleet Week were hosted at the Intrepid Sea, Air & Space Museum. Mets players signed autographs, took photographs and shared breakfast with our guests. Later in the week, service members and their families attended Citi Field for a baseball game. In memory of Army Major Jeffrey Calero, Citi invited his father, sister and other family members. Citi also honored sacrifices by Marine Corporal Joshua Himan and his family. Corporal Himan, injured by a roadside bomb, is now being treated at Walter Reed Medical Center DC, and will start an MBA program at George Washington University in the Fall. Josh said, "This is the first event where my family and I have both been invited to get away from the stresses of the hospital and my recovery." All had good weather and saw a 9-7 Mets win over Pittsburgh, while honoring their Soldiers. The Citi Veterans' Network and the Mets culminated the week with Mets GM Alderson, Mets players and Citi officials visiting hospitalized veterans at the 23rd Street Veterans Administration Hospital in Manhattan.

## Does your company have any apprenticeships or on-the-job training programs that are eligible for GI Bill funding?

- Yes
- No

### If so, please describe them.

At Citi the military veterans network assigns mentors to new employees and interns. These veteran network mentors assist in the transition and ensure professional success. Furthermore, Citi provides onsite training to disabled veterans via the Wall Street Warfighters program. This training occurs with every new class.

## Does your company observe Veterans Day?

- Yes
- No

### If so, check all that apply.

- Paid holiday for all or most employees
- Paid holiday for veteran/reservist employees
- Ceremony or event to recognize veteran/reservist employees
- Other recognition for veteran/reservist employees

#### Other

Events in the community joining employees with active and/or retired military

## Is your company involved in any programs to prepare service members for civilian careers?

- Yes
- No

**If so, how is your company involved?**

- Assisting with classes/workshops organized by the military Transition Assistance Program or Army Career and Alumni Program
- Assisting with classes/workshops organized by veterans service organizations
- Participating in the Secretary of Defense Corporate Fellows Program
- Participating in the American Corporate Partners program

Other

We do training with a variety of veterans organizations

**Is your company involved in any efforts/programs to promote the hiring of veterans in the business community?**

- Yes
- No

**If so, please describe your company's involvement.**

Founding partner of Veterans on Wall Street (VOWS) - a group with a broad based effort to increase awareness for veteran's issues with a specific focus on Veteran hiring across all industries.

**Does your company make any special accommodations for employees who are military spouses?**

- Yes
- No

**Is your company involved in any other military or veterans' causes or organizations?**

- Yes
- No

**If so, please list the organizations and describe the nature of the company's involvement.**

Founding partner of Veterans on Wall Street (VOWS) – a group with a broad based effort to increase awareness for veterans issues with a specific focus on Veteran hiring across all industries.

**Section 3 of 4: Reserve policies**

**Has your company signed a Statement of Support with the Employer Support of the Guard and Reserve, the Defense Department agency that promotes cooperation between reservists and civilian employers?**

- Yes
- No

**Has your company received any awards from the Employer Support of the Guard and Reserve?**

- Yes
- No

**Does your company have any policies to accommodate or support reservists fulfilling their reserve duty -- typically one weekend a month, two weeks a year?**

- Yes
- No

**If so, please describe them.**

Military Training Leave Policy: Regular full-time and regular part-time employees who are scheduled to work 20 or more hours per week who must take part in required periodic military training with the National Guard or Reserves to fulfill military commitments which aren't covered under Citi's Military Leave Policy are granted up to two weeks of paid time off per year. During this time off, eligible salaried employees receive their regular base salary, less military pay offset.

**Does your company have any policies to accommodate or support reservists called to active duty?**

- Yes
- No

**If so, what best describes them?**

- Pay
- Benefits
- Personal support

**Reservist pay**

## What best describes your company's pay for eligible activated reservists?

- Their full civilian pay, in addition to their military pay
- The full difference between their civilian pay and their military pay
- A percentage of the difference between their civilian pay and their military pay
- A combination of full and differential pay

## Is there any limit on how long activated reservists receive differential pay?

- No limit

Limit:

Through the end of their approved job-protected leave period.

## How is the differential pay calculated?

Eligible employees receive their regular base salary (reduced by the amount of military pay while on a military leave) through the end of their approved job-protected leave period.

(Pay is a calculated a little different for our commission-only employees)

## Are reservists who volunteer for active duty eligible for continued pay?

- Yes
- No

## Are there any other restrictions on who is eligible for continued pay?

The policy specifies how that compensation and benefits and Citi's programs are administered during an approved military leave for voluntary or involuntary active military service in the U.S. uniformed services.

## Reservist benefits

**What benefits does your company offer activated reservists? Check all that apply.**

- Medical insurance
- Life insurance
- Promotion opportunities
- Pay raises
- Profit sharing
- Retirement fund contributions
- Sick days
- Vacation day accrual

**Other**

Citi has 401K match, CAP, Stock Awards, COP and thus have answered checked Profit Sharing; Health Care and/or Dependent Care Spending Account/Limited Purpose Spending Account (HCSA, DCSA, LPSA); Long-Term Care Insurance – the employee can continue to contribute through payroll deductions

**Does the medical insurance cover dependents?**

- Yes
- No

**Is there any time limit on medical coverage?**

- No limit

Limit:

.....

**Does the life insurance cover dependents?**

- Yes
- No

**Is there any time limit on life insurance coverage?**

- No limit

Limit:

Basic Life coverage should continue only up to 12 months; a child must be at least 14 days old to be covered

**Are reservists who volunteer for active duty eligible for these continued benefits?**

- Yes
- No

**Are there any other restrictions on who is eligible for continued benefits?**

The benefits that military participants are eligible for are dependent upon their employment status and work state.

**Is there anything else you would like to tell us about your benefits policy for activated reservists?**

401K - People on military leave are eligible for 401(K) contributions after they return to employment. In order to get the matching piece, they have to put in their own retroactive employee contributions. The fixed and possible transition money is automatic.

**Reservist support services**

**What kinds of support services does your company offer activated reservists and their families? Check all that apply.**

- Financial assistance
- Contact with and personal support for the family
- Contact with and personal support for the service member
- Farewell and/or welcome home events
- Programs or policies to ease reintegration
- Paid time off before or after deployment (in addition to regular vacation days)

**Other**

Military Leave & Training – centralized the handling of military leave & training requests. By centralizing these processes we gained consistency and reduce redundancies, as well as enhanced the employee, manager, and HR experience by: Military Leave and Training: Providing a single point of contact for employees and their families for all military leave related inquiries/issues; Providing clear direction on required processes and documentation; Managing the absences and returns while tracking cumulative leave time; Calculating and processing payroll offsets; Improving employee and manager communication of leave status, including Q&As and Checklists

**Are reservists who volunteer for active duty eligible for these support services?**

- Yes
- No

**Section 4 of 4: Company, contact info**

## Tell us more about your company.

### Company

Citigroup

### Headquarters

New York

### Number of U.S. employees

87236

### Number of worldwide employees

255596

### Fiscal 2010 revenue

86601000000

### Website

[www.citi.com](http://www.citi.com)

### Employment website

<http://careers.citigroup.com/Careers/Default.jsp?lang=en>

## Please describe your company's products and/or services briefly.

Citi, the leading global financial services company, has approximately 200 million customer accounts and does business in more than 160 countries and jurisdictions.

Citi provides consumers, corporations, governments and institutions with a broad range of financial products and services, including consumer banking and credit, corporate and investment banking, securities brokerage, transaction services, and wealth management. Additional information may be found at [www.citigroup.com](http://www.citigroup.com).

## Please check this box to confirm that you answered these questions accurately and to the best of your ability.

I have answered these questions accurately and to the best of my ability.

Click here to review your answers or print a copy for your records before submitting. Just be sure to return to this page and click "Submit."

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