



MILITARY TIMES
EDGE

Best for Vets: Employers 2011

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This document contains respondents between 41 and 41 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 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

We are working with the U.S. Departments of Labor and Veterans Affairs as well as the Office of Personnel Management.

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

.....

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

Website

www.chasemilitary.com

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

- Yes
- No

If so, how many?

Number

13

How many of those employees are veterans themselves?

Number

11

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

.....

How often?

- Once
- Annually
- Biannually
- Quarterly

Other

.....

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

All Veterans are contacted directly by a member of recruiting within 5 business days of submitting their application.

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

Approximately 69,000

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

Do not know

Do not disclose

Number

825

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

Do not know

Do not disclose

Number

49

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

.....

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

Our disabilities affinity group, Access Ability, recently partnered with the Telephone Banking business to pilot a program to mentor, train and hire disabled employees – disabled military veterans are a part of that effort. In addition, our head of Military Recruiting delivered a presentation outlining our military hiring strategy to the Department of Veterans Affairs June 7. A major part of that strategy is ensuring we assimilate veterans into our culture and provide the right mechanisms and assistance to them in order to help them succeed and ultimately retain their talents.

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

- Yes
- No

If so, please describe the program.

We are currently in the process of developing a program for military spouses.

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

JPMorgan Chase is firmly committed to hiring and retaining veterans. We believe it is the right thing to do in honor of their service, but also we know the value they bring to our organization. We have set up an organization dedicated to Military and Veterans issues. Specific to recruiting, JPMorgan Chase launched the 100,000 Jobs Mission with other corporate partners March 9 in order to collectively hire 100,000 military veterans during the next 10 years. Since the launch of this initiative, our firm alone has already hired nearly 1000 military veterans. Also as part of this initiative, we have sponsored the development of a job portal specifically for veterans and family members, where they can align their military skills to specific open jobs in the corporate sector. We have partnered with key organizations, including funding research for the Center for a New American Security (CNAS), which is leading the White House's Joining Forces initiative. The CNAS research will provide actionable data that will inform our programs and services for veterans. Similarly, we have partnered with Syracuse University to create the Institute for Veterans and Military Families. Through the pillars of educational programming, employment and actionable research, the institute will provide in-depth analysis of the challenges facing the veteran community, capture best practices and serve as a forum to facilitate new partnerships and strong relationships between the individuals and organizations committed to making a difference for veterans and military families. JPMorgan Chase has made an initial commitment of \$7.5 million over the next five years to support the launch and subsequent growth of the Institute and its programs.

In addition, we have recently launched a veterans affinity group within our business with more than 20 chapters worldwide. Members network, advise on hiring veterans, refer veterans to the organization and assist in recruiting events and hiring fairs.

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.

JPMorgan Chase launched Recruiter and Manager training on Hiring Veterans in May to help recruiters and managers understand military experience and translate how those skills could be applied to JPMC job opportunities. We have also created a program manager position that is exclusively focused on the assimilation of veterans into the organization. We are in the process of hiring for this position.

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.

JPMorgan Chase is in the process of building a Veterans Assimilation Process which will be the first part of the veteran's orientation to the firm. The program will be tested with existing company veterans in June. Closely related to this is a Military 101 program for managers that helps managers understand the skills and culture of military veterans. In addition, we have created a program manager position that is exclusively focused on the assimilation of veterans into the organization. Once hired, this program manager will design training that will help veterans understand the skills needed and how to apply their military skills to succeed in the corporate environment.

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

Advises the business on military and veteran related issues.

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

We have set up an organization dedicated to Military and Veterans issues, including internal employee engagement. Each JPMorgan Chase Line of Business is represented on our Veterans Employee Engagement Team to help promote our veterans initiatives and supports our veteran-oriented employee networking group. Voices for Employees That Served (VETS) has stood up more than 20 chapters at JPMorgan Chase sites worldwide. Through this organization, veterans and others interested in veterans issues employed with our firm have a forum for networking and discussion, engage in community outreach programs and strengthen our firm's ability to attract, hire and retain other veterans.

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.

Through our partnership with Syracuse University, JPMorgan Chase offers a tuition-free, online Technology Certificate program for post 9/11 veterans. We are also exploring options for GI-Bill eligible programs.

Does your company accept military experience in lieu of technical certification in any fields?

- Yes
- No

If so, please describe the policy.

We do not require a technical certification for most of our jobs.

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

Corporate recognition of firm's gratitude to veterans via corporate communication channels, including intranet articles and messages from executives.

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

Founded 100,000 Jobs Mission; partnerships with Center for a New American Security and Syracuse University, assistance with DOD formal school with visits to our New York Headquarters

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.

JPMorgan Chase founded the 100,000 Jobs Mission consortium with other firms for the purpose of employing 100,000 veterans by 2020. This program and the accompanying job portal being developed on our behalf by Futures, Inc., in support will not only promote the employment of veterans at JPMorgan Chase, but also with other companies in the private sector and various public sector organizations as well. This portal will align military skills to specific open jobs in the corporate sector.

We have partnered with key organizations, including funding research for the Center for a New American Security (CNAS), which is leading the White House's Joining Forces initiative. The CNAS research will provide actionable data that will inform our programs and services for veterans around.

Similarly, we have partnered with Syracuse University to create the Institute for Veterans and Military Families. Through the pillars of educational programming, employment and actionable research, the institute will provide in-depth analysis of the challenges facing the veteran community, capture best practices and serve as a forum to facilitate new partnerships and strong relationships between the individuals and organizations committed to making a difference for veterans and military families. JPMorgan Chase has made an initial commitment of \$7.5 million over the next five years to support the launch and subsequent growth of the Institute and its programs. Another key element of our Syracuse partnership is the offering of a tuition-free, online Technology Certificate program for post 9/11 veterans interested in pursuing a career in technology. In addition, JPMorgan Chase and Syracuse run an Entrepreneurship Bootcamp for Disabled Veterans on the Syracuse campus.

Through various Department of Defense professional military education programs, JPMorgan Chase sponsors service school visits to our offices in New York in which students interact with corporate professionals and learn our decision-making processes, gain insight into global economic issues, and have the opportunity to build contacts in the corporate sector.

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

- Yes
- No

If so, please describe.

JPMorgan Chase provides time off under the Family and Medical Leave Act to employees who are military spouses for a qualifying exigency of or related to a covered servicemember (up to 12 weeks,) or to care for a covered servicemember with a serious illness or injury up to 26 weeks. JPMorgan Chase also looks at individual situations and assists when possible. An example is Ryann Mason, a Retail Human Resources Business Partner in our Phoenix location, whose work is primarily conducted by phone. When her husband was transferred to South Carolina in the military in 2010, although we had no HR locations in SC, we found a JPMorgan Chase Custom Finance Center that allowed her to set up a one-person HR site.

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.

100,000 Jobs Mission – Founded partnership with 10 other companies in a pledge to collectively hire 100,000 veterans by 2010.

1000 Homes Giveaway – Working with nonprofit partners to donate 1000 homes to veterans in need during the next five years. We are currently partnering with Military Warriors Support Foundation and have donated 10 homes since last year. We plan to donate 100 homes in 2011 through Military Warriors Support Foundation and are looking for additional partnerships to increase capacity for donations.

Center for a New American Security – Partnership to study the unique challenges facing service members, veterans and their families, including a two-year commitment from JPMorgan Chase to fund research for the CNAS Military Wellness program in support of the White House's recently announced Joining Forces initiative. Joining Forces, spearheaded by First Lady Michelle Obama and Dr. Jill Biden, is a comprehensive national initiative to mobilize all sectors of society to give U.S. servicemembers, veterans and their families the opportunities and support they have earned.

Syracuse University - Together, created the Institute for Veterans and Military Families. Through educational programming, employment and actionable research, the institute will provide in-depth analysis of the challenges facing the veteran community, capture best practices and serve as a forum to facilitate new partnerships and strong relationships between the individuals and organizations committed to making a difference for veterans and military families. JPMorgan Chase has made an initial commitment of \$7.5 million over the next five years to support the launch and subsequent growth of the Institute and its programs. Another key element of our Syracuse partnership is the offering of a tuition-free, online Technology Certificate program for post 9/11 veterans interested in pursuing a career in technology. In addition, JPMorgan Chase and Syracuse run an Entrepreneurship Bootcamp for Disabled Veterans on the Syracuse campus.

U.S. Departments of Labor and Veterans Affairs, The Society of Human Resources Management and Prudential – Creating Manager Toolbox that will be a Veteran Employment HR Best Practices Toolkit. We are at the surveying/researching stage right now, but it will include a Recruiting Veterans component, a Hiring component, a Retaining component and a Best Practices resource guide when complete in November.

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

If so, please check all that apply.

- Patriot Award
- Above and Beyond Award
- Pro Patria Award
- Freedom Award

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.

Full-time and part-time employees who are regularly scheduled to work 20 or more hours per week and who have completed the Introductory Period are paid for up to two workweeks of time off to fulfill annual reserve training requirements each federal fiscal year. The time off may be taken all at once or intermittently. Any additional time beyond two workweeks of paid time off is provided as unpaid time. Employees who have not completed the Introductory Period or part-time employees who are regularly scheduled to work less than 20 hours per week, receive unpaid time off to fulfill annual reserve training requirements.

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 full pay?

- No limit

Limit:

.....

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?

Generally, reservists who volunteer are not eligible unless they are a reservist or a member of the National Guard and called up for federal (under the federal authority of Title 10 of the United States Code, sections 12301 through 12305) or state mandatory active duty.

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

.....

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:

.....

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?

No.

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

Employees returning from a paid military leave receive full pay for up to 8 weeks following their honorable discharge. Afterward, employees may use available vacation days to receive pay or they may take unpaid time off within the 90-day return timeframe.

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

- Yes
- No

Are there any other restrictions on who is eligible for these services?

No.

Is there anything else you would like to tell us about your support for activated/deployed reservists and their families?

We developed a Child Care Patriotic Program with Bright Horizons to help alleviate stress when our employee, their spouse or both are deployed on active military duty. It enables the family to use up to 20 days per child of daycare, in addition to our normal 20 days Basic program in one of our 13 centers spread throughout the United States.

We have extended our EAP to include a Veteran Employee Assistance Program & WorkLife benefits. Up to 5 sessions are available per year for each employee and every one of their dependents. Available services include Spousal/Family Awareness Sessions, Spousal/Family Support Calls, Support Hot Line, Counseling on all topics, and Post-hire integration advice to help new employees integrate into the corporate culture.

Section 4 of 4: Company, contact info

Tell us more about your company.

Company

JPMorgan Chase & Co.

Headquarters

New York, NY

Number of U.S. employees

187,000

Number of worldwide employees

240,000 total employees worldwide

Fiscal 2010 revenue

\$102.7 B net revenue; \$17 B net income

Website

www.jpmorganchase.com

Employment website

www.jpmorganchase.com/careers or www.chasemilitary.com

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

JPMorgan Chase & Co. (NYSE: JPM) is a leading global financial services firm with assets of \$2.2 trillion and operations in more than 60 countries. The firm is a leader in investment banking, financial services for consumers, small business and commercial banking, financial transaction processing, asset management and private equity. A component of the Dow Jones Industrial Average, JPMorgan Chase & Co. serves millions of consumers in the United States and many of the world's most prominent corporate, institutional and government clients under its J.P. Morgan and Chase brands. Information about JPMorgan Chase & Co. is available at

www.jpmorganchase.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.

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