



Best for Vets: Employers 2011

This document contains respondents between 31 and 31 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

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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

Local participation in career fairs is not formally tracked

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

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How often?

- Once
- Annually
- Biannually
- Quarterly

Other

Various recruiting teams throughout MetLife are offered workshops and webinars designed to address a multitude of topics related to the recruitment and hiring of veterans. Participation is voluntary.

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 applicants are given the opportunity to identify themselves as veterans.

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

5472

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

- Do not know
- Do not disclose

Number

595

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

- Do not know
- Do not disclose

Number

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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

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

MetLife recognizes the value of adding veterans to our organization. The company currently has several programs and initiatives in place aimed at recruiting and retaining military veterans, including: partnering with veteran organizations and VA hospitals as well as organizational employment specialists to target veterans and veterans with disabilities; developing military focused advertisements; posting military focused banners on job web sites; and sponsoring newsletters to veterans via job web sites.

Also, MetLife recently formed its first employee resource group for military veterans. The MetLife Veterans Employee Resource Group is co-chaired by MetLife associates and Operation Iraqi Freedom veterans, and serves as a resource to associates who are military veterans, fosters the development of veteran-friendly recruitment and hiring practices, and seeks opportunities to support local veteran groups.

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

- Yes
- No

If so, please describe the program.

While MetLife does not have a formal company-wide program, MetLife's Customer Sales and Service Group (CSSG) entered into a partnership with local air force bases to hire military spouses as virtual customer service representatives at our call center. This allows continued employment with the company even if the employee needs to relocate to another military base.

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

MetLife recognizes the value of adding veterans to our organization. The company currently has several programs and initiatives in place aimed at recruiting and retaining military veterans, including: partnering with veteran organizations and VA hospitals as well as organizational employment specialists to target veterans and veterans with disabilities; developing military focused advertisements; posting military focused banners on job web sites; and sponsoring newsletters to veterans via job web sites.

Also, MetLife recently formed its first employee resource group for military veterans. The MetLife Veterans Employee Resource Group is co-chaired by MetLife associates and Operation Iraqi Freedom veterans, and serves as a resource to associates who are military veterans, fosters the development of veteran-friendly recruitment and hiring practices, and seeks opportunities to support local veteran groups.

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

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

- Yes
- No

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

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

MetLife's Military Veterans Employee Resource Group organizes activities and events that connect veterans /reservists through various community projects, including military family assist efforts and rebuilding projects. Veterans/Reservists can also connect through the company's Facebook page and at career building/networking events.

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

- Yes
- No

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

- Yes
- No

If so, please describe the policy.

N/A

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

Special events to recognize veterans and reservists

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

Job training, employee counseling is available 24/7

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.

MetLife recognizes the value of adding veterans to our organization. The company currently has several programs and initiatives in place aimed at recruiting and retaining military veterans, including: partnering with veteran organizations and VA hospitals as well as organizational employment specialists to target veterans and veterans with disabilities; developing military focused advertisements; posting military focused banners on job web sites; and sponsoring newsletters to veterans via job web sites.

Also, MetLife recently formed its first employee resource group for military veterans. The MetLife Veterans Employee Resource Group is co-chaired by MetLife associates and Operation Iraqi Freedom veterans, and serves as a resource to associates who are military veterans, fosters the development of veteran-friendly recruitment and hiring practices, and seeks opportunities to support local veteran groups.

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

- Yes
- No

If so, please describe.

MetLife's Customer Sales and Service Group (CSSG) entered into a partnership with local air force bases to hire military spouses as virtual customer service representatives at our call center. This allows continued employment with the company even if the employee needs to relocate to another military base.

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.

Blue Star Families received a \$100,000 contribution from MetLife Foundation in support of the Blue Star Museums initiative. This generous grant establishes MetLife Foundation as the lead supporter of the Blue Star Museums program and a major supporter of Blue Star Families. The program provides free admission to more than 1,300 participating museums across the country for active duty, National Guard and Reserve military family members from Memorial Day through Labor Day. MetLife Foundation's gift will enable Blue Star Families, in partnership with the National Endowment for the Arts, to offer the successful program to the military community for a second consecutive year. In its inaugural year, an estimated 300,000 military family members took advantage of this inspiring summer opportunity.

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

Is there anything else you would like to tell us about your company's involvement in ESGR?

MetLife consults with the ESGR on workplace matters relating to The Uniformed Services Employment and Reemployment Rights Act (USERRA) and to ensure the smooth transition of returning veterans into the workplace.

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.

Reservists are granted 15 days paid absences each year

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:

12 months

How is the differential pay calculated?

Pay supplement based on rank and pay in the military to equal full salary

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?

No

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:

24 months

Does the life insurance cover dependents?

Yes

No

Is there any time limit on life insurance coverage?

No limit

Limit:

24 months

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

Yes

No

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

MetLife restores a reservist's benefits once he/she returns to work regardless of his/her length of duty. Also, the company has various resource programs that provide workplace accommodations and a wide range of employee services under the Employee Assistance Program.

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

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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

Section 4 of 4: Company, contact info

Tell us more about your company.

Company

MetLife

Headquarters

200 Park Ave, New York, NY 10166

Number of U.S. employees

33,300 (as of 3/31/11)

Number of worldwide employees

66,600 (as of 3/31/11)

Fiscal 2010 revenue

\$52.7 billion

Website

www.metlife.com

Employment website

www.metlife.com/careers

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

MetLife, Inc. is a leading global provider of insurance, annuities and employee benefit programs, serving 90 million customers in over 60 countries. Through its subsidiaries and affiliates, MetLife holds leading market positions in the United States, Japan, Latin America, Asia Pacific, Europe and the Middle East.

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."

