



MILITARY TIMES
EDGE

Best for Vets: Employers 2011

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This document contains respondents between 47 and 47 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

.....

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

.....

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

.....

How often?

- Once
- Annually
- Biannually
- Quarterly

Other

.....

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

- Yes
- No

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

3300

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

- Do not know
- Do not disclose

Number

600

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

.....

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

Serco provides counseling and support to wounded soldiers and their families through a system of advocacy and follow up to severely injured and ill soldiers and their families. It is critical that serco employ professionals who understand the culture of our servicemen and women and operate knowledgeably in that environment. For example, 95% of all Serco Army Wounded Warrior personnel are former Army officers and noncommissioned officers.

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

- Yes
- No

If so, please describe the program.

As one of the largest and longest standing providers of support to the US military, active-duty military spouses form a critical talent pool for Serco's hiring efforts. We actively recruit military spouses at the many bases where we are located across the United States and in foreign countries

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

Serco is one of the largest and longest standing providers of support services to the Department of Defense and we are proud to hold contracts that serve all branches of the armed forces. From Family Advocacy, Military Career Transitions, Wounded Warrior Programs, Casualty Support Services, Mission Critical IT and Logistics services, through C5I and Cyber Warrior support, it is essential that Serco identify and hire talented military veterans to sustain our competitive advantage in the marketplace and provide the signature level of service to our customers.

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.

Yes - in depth description of Tricare Supplement as a component option of our benefits program

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

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

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

.....

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

For nearly 20 years, Serco through our contracts providing job preparation services for servicemen and women, their families, and civilian personnel through the Army Career and Alumni Program

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.

Various on-going local efforts through service veterans organizations, job fairs, and alumni groups

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

- Yes
- No

If so, please describe.

Given Serco's presence at military bases and installations around the country and the world, we aggressively pursue new job opportunities at new bases where the spouse is assigned

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.

With over 18% of our 11,000 employees identifying themselves as veterans, Serco actively supports their interests and involvement with local organizations and activities

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.

Pay differential up to 17 days per calendar 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:

60 days per calendar year

How is the differential pay calculated?

The full difference between their civilian pay and their military pay

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?

As part of their terms and conditions, a small number of the contracts Serco supports do not pay differential

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

Section 4 of 4: Company, contact info

Tell us more about your company.

Company

Serco, Inc

Headquarters

Reston, Virginia

Number of U.S. employees

11,000

Number of worldwide employees

Fiscal 2010 revenue

1.5 billion

Website

www.serco-na.com

Employment website

www.serco-na.com/careers

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

Serco Inc. is a leading provider of professional, technology, and management services focused on the federal government. Our customer-first approach, robust portfolio of services, and global experience enable us to respond with innovative solutions that achieve outcomes that matter. Serco Inc. is part of an international service company with employees around the world.

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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