



MILITARY TIMES  
**EDGE**

Best for Vets: Employers 2011

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This document contains respondents between 7 and 7 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

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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

.....

**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

**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

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

- Yes
- No

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

TSYS makes every effort to provide reasonable accommodations to physical and mental limitations of disabled veteran applicants and employees. TSYS confidentially reviews performance issues of employees with known disabilities to determine whether a reasonable accommodation is needed when the employee has significant difficulty with the job and when it is reasonable to conclude the problem is related to the known disability.

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

- Yes
- No

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

All positions are posted with Flex Paths -- Military Spousal Program.

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

All positions are posted to "Hire a Hero".

**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

.....

**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

Awarded as a paid floating holiday that may be taken on Veterans Day or another day during the calendar year. (We are a 24/7 company.)

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

- Yes
- No

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

- Yes
- No

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

- Yes
- No

**If so, please describe.**

TSYS complies with the FMLA laws relating to Military Family Member Entitlements.

**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.**

(1)House of Heroes program in the Columbus/Ft Benning areas - TSYS Team Members work on housing projects

TSYS provides financial support to:

(1)West Georgia Honor Flight which gives veterans the opportunity to visit the World War II Memorial in Washington, DC;

(2)Friends of Ft. Benning

(3)Ft. Benning Wounded Warriors Assn

(4)National Infantry Foundation

(5)AUSA

(6)DAV Golf Tournament

(7)National Civil War Naval Museum/Port Columbus

(8)Retired Sergeant Majors Assn

(9)Soldier Marathon

During Black History Month 2011, in its annual program, TSYS celebrated the African-American Military Experience and recognized active duty and veterans during the program.

**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.**

We provide two weeks of Military Leave Pay to team members who have completed a 90-day new hire introductory period.

**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:

**How is the differential pay calculated?**

We take the difference between the military salary and the TSYS base salary and make them whole.

**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?**

Team Members may use Paid Time Away benefits during military leave, including vacation and floating holidays. The company pays the difference in military salary and TSYS base salary in accordance with company policy after the Team Member has been on military leave of absence for 30 days and has provided a Leave and Earnings Statement.

**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

LTD, AD&D and other optional benefit plans.

**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?**

Benefits-eligible team members (20 or more hrs weekly)- benefits must be effective the first of the month following 31 days of employment.

**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

.....

**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

Total System Services, Inc.

### Headquarters

Columbus GA

### Number of U.S. employees

5,679

### Number of worldwide employees

8,092

### Fiscal 2010 revenue

\$1.7 billion

### Website

www.tsys.com

### Employment website

www.tsys.com

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

TSYS is an international company providing electronic payment services to financial institutions and companies 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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