



MILITARY TIMES
EDGE

Best for Vets: Employers 2012

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This document contains respondents between 1 and 1 inclusive.

Company information

What company do you represent?

JPMorgan Chase & Co.

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

- Yes
- No
- Not applicable

Please BRIEFLY describe what your company does.

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.

Where are your headquarters located?

Our headquarters are located in New York, New York

What is your company's website?

www.jpmorganchase.com or www.chasemilitary.com

Please estimate your company's fiscal year 2011 revenue. (Enter your response as a numeral, such as "\$20,000.")

\$ 99

About how many people do you employ?

210000

Section 1 of 4: Hiring and Recruiting

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

- Yes
- No

If so, what strategies does your company use to recruit veterans? Check all that apply.

- 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

Hosting, leading and funding military hiring events; maintain a coalition employment website directed at hiring veterans and spouses; partner with Syracuse University to offer online technology certificate that funnels program graduates into jobs

How many military job fairs did your company attend in fiscal 2011?

- 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 and www.100000jobsmission.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

23

How many of those employees are veterans themselves?

Number

18

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

- Yes
- No

If so, who receives this training? Check all that apply.

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

Other

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How often?

- Once
- Annually
- Biannually
- Quarterly

Other

As needed due to newly added training content.

How do you give veterans extra help during your hiring process? Check all that apply.

- 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
- We do not give veterans special consideration in hiring.

Other

Each veteran applicant receives a telephone call from one of our recruiters within five business days of application submission. The recruiter provides career guidance, resume and interview tips and other information to help the applicant be as competitive as possible. In some cases, the recruiter helps guide the candidate toward more appropriate roles.

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 2011?

Do not know

Do not disclose

Number

Approximately 55,000

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

Do not know

Do not disclose

Number

More than 3,200

Did half or more than half of all veteran hires in fiscal year 2011 receive a signing bonus?

Yes

No

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

Do not know

Do not disclose

Number

47

Does your company dedicate any effort and resources specifically to hiring disabled veterans? If so, what strategies does your company use? Check all that apply.

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 veterans 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?

JPMorgan Chase has partnered with the Wounded Warrior Project, Army Wounded Warriors, U.S. Marine Corps Wounded Warrior Regiment, U.S. Coast Guard Wounded Warriors, Navy Safe Harbor, American Legion and AMVets to gain insight into the challenges specifically facing disabled veterans and learn how we can provide better support. In addition, many of our firm's leaders have mentored disabled veterans, and the organization has funded projects in support of transitioning wounded warriors.

Is your company a member of the Military Spouse Employment Partnership (MSEP) and/or Army Spouse Employment Partnership (ASEP)?

- Yes, we participate in MSEP
- Yes, we participate in ASEP
- No, neither.

Does your company have any other hiring programs for active-duty military spouses?

- Yes
- No

If so, please describe the program.

We include military spouses in our 100,000 Jobs Mission hiring events. In addition, we seek out military veterans and spouses to staff our military customer service hotline and homeownership centers.

Does your company pay relocation expenses for new hires?

- Yes
- No

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

JPMorgan Chase has taken significant measurable steps to offer jobs and training to currently transitioning and former members of the military, and has formed an alliance with other major corporate employers to collectively commit to hire 100,000 servicemembers, reservists and veterans in total by 2020. There are currently 33 companies in the 100,000 Jobs Mission and efforts are underway to expand the number of firms participating in the mission. In 2011, coalition members hired more than 6,600 veterans; JPMorgan Chase alone hired more than 3,200 transitioning and former members of the military. Internally, the military recruiting function has been centralized across our lines of business and Chase has hired a head of military HR, head of military recruiting, as well as a veteran tasked with training and assimilation. Training focused on the veteran joining the firm as well as the hiring manager tasked with the hiring decision have been developed and delivered with the intent to help bridge the military and civilian culture. Extensive changes have been made to Chase's internal systems to better capture military specific data and understand over time all of the variables in the recruiting, hiring, assimilation and retention of military members in our firm as well as corporate America.

Section 2 of 4: Corporate culture

Approximately what percentage of your current U.S. employees have identified themselves as veterans? If you don't track or don't disclose this number, please leave the question blank.

3 %

Approximately what percentage of your company's executive-level employees have identified themselves as veterans? If you don't track or don't disclose this number, leave this question blank.

3 %

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

Yes

No

If so, please describe them.

Veterans are provided information about specialized products and services for the unique challenges related to former military or current members of the Guard and Reserve. This includes additional information about the Employee Assistance Programs for veterans and their families. In addition, they are made aware of training available to them related to adjusting to corporate culture from the military.

Does your company have any training programs exclusively or primarily for veterans?

Yes

No

If so, please describe them.

JPMorgan Chase has developed and are delivering a training program called "The Corporate Battlespace – an Essential Primer for the Newly Hired Military Veteran." It is delivered via webinar to new veteran hires and provides them a foundation of what it means to work in a large corporation such as JPMorgan Chase, points out keys to success in this environment, and helps participants understand how to navigate a matrix organization.

In addition, JPMorgan Chase has partnered with Syracuse University to offer a certificate program in Technology. The program is free to Post 9-11 veterans and delivered completely online. It is tailored to those interested in pursuing a career in technology but also offers a block on corporate culture. Several students who completed the certificate have been hired into technology roles within our company.

Does your company provide veterans mentoring from more senior employees?

Yes

No

If your company has an employee affinity or resource group specifically for veterans and/or reservists, which of the following services does it provide? Check all that apply.

- Maintains a listserv to communicate veteran- and reservist-related news and information
- Maintains a website or intranet site for 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
- We do not have an affinity or resource group

Other

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

JPMorgan Chase has established a veterans affinity group called VETS (Voices for Employees That Served). There are currently 17 local chapters at company facilities worldwide. Three more are being formed. VETS members support the firm's veterans initiatives by attending hiring events and meeting with veteran candidates.

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

JPMorgan Chase served as the lead sponsor for the 2011 New York City Veterans Day Parade, the nation's largest Veterans Day parade featuring more than 20,000 participants including 27 active military units from all branches, veterans groups and high school bands from across the country. Frank Bisignano, the firm's Chief Administrative Officer and CEO of Mortgage Banking, was the lead Grand Marshal. More than 200 JPMorgan Chase employees served as the marching contingent with the 100,000 Jobs Mission coalition members riding the parade float. In addition to the parade sponsorship, the firm held a week-long celebration prior to 11/11/11 that included employee veteran luncheons, exhibits and displays acknowledging the firm's commitment to the military and veterans.

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

- Yes
- No

If so, how is your company involved? Check all that apply.

- 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

JPMorgan Chase has a dedicated military recruiting team that provides career counseling to applicants. In addition, JPMorgan Chase has co-founded the Institute for Veterans and Military Families with Syracuse University. The institute conducts and publishes actionable research and shares best practices, facilitates and strengthens relationships between individuals and organizations committed to making a difference for the military and veteran community and houses educational programs for transitioning veterans and families, including the entrepreneurship boot camp for disabled veterans.

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, a coalition of 33 employers committed to hire 100,000 servicemembers, reservists and veterans in total by 2020. Comprised of 11 companies in March of 2011, the coalition has expanded to 31 companies and we are still expanding the number of participants. In 2011, coalition members hired more than 6,600 veterans; Chase alone hired more than 3,200 currently transitioning and former members of the military. On Feb. 25, under the guidance and funding of the JPMorgan Chase military recruiting team, the 100,000 Jobs Mission held its first hiring event in partnership and close coordination with Naval District Washington and the White House's Joining Forces. Twenty-seven hiring companies participated in the event, and 18 veterans and spouses were hired on the spot.

JPMorgan Chase used its sponsorship of the 2011 New York Veterans Day Parade to highlight the issue of veterans unemployment. Our float, public remarks, television appearances, advertising and other earned media coverage all drew attention to the high unemployment rate of post-911 veterans and the need for collective action from government, the military and corporate America to help solve this issue. In the months that have followed, JPMorgan Chase leaders have made numerous speaking appearances, been interviewed in the media and held private conversations with other corporate leaders in order to promote the hiring of military veterans. As recently as the JPMorgan Chase CEO summit, held in February, JPMorgan Chase leaders have used their position and influence to promote military employment.

Chase is also committed to promoting the economic growth and development of veteran owned suppliers. Veteran status is reviewed as part of Chase's supplier selection criteria. All contracts also contain language with goals for veteran owned suppliers as subcontractors. To identify qualified veteran owned businesses that can meet the needs of our customers, Chase is a 3-star member of National Veteran-Owned Business Association, has a seat on the NaVOBA Corporate Advisory Council and participates in veteran-owned business tradeshows. In 2011 Chase was also sponsor of Vetrapreneur of the Year.

What accommodations does your company make for employees who are military spouses? Check all that apply.

- Allow them to work off-site
- Provide transfer to another company branch if their spouse is transferred
- None

Other:

Recruiters and Human Resources personnel are assigned to assist military spouses as issues arise.

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.

Home Awards: JPMorgan Chase has committed to provide 1,000 mortgage-free homes to veterans and their families through our non profit partners over five years. We have donated more than 100 homes to current and former members of the military through this initiative. We have been partnered with Military Warriors Support Foundation and have recently formed partnerships with Operation Homefront and Building Homes for Heroes in order to increase our capacity to provide more homes.

Volunteer Initiatives: Many of our senior leaders and managers are serving as mentors to transitioning servicemembers through American Corporate Partners and the Wall Street Warfighters Foundation. The firm initiated a Pro Bono Veterans Assistance Program to support nonprofits nationwide. In 2011, nearly 40 JPMorgan Chase employees received training and provided legal assistance to veteran clients to help them with benefit and compensation-related issues. Our military-related employee networking group, VETS (Voices for Employees That Served), has grown to 17 active Chapters and 10 more in development with more than 1,800 members in the U.S., the U.K., and in Asia. In 2011, VETS Chapter activities included supporting job fairs and recruitment efforts across the nation. Special initiatives included: participating in 'Welcome Home a Hero' at the Dallas airport; hosting a house warming for three wounded veterans who were awarded homes in Florida and helping the city of Joplin, Missouri during clean up efforts after the record-setting tornado; and a New York Chapter member climbed Mount Kilimanjaro to raise funds for veterans with PTSD. In addition, VETS members marched in Veterans Day Parades across the U.S.; helped build a Habitat for Humanity home in Columbus, Ohio; and raised nearly \$700,000 in support of Poppy Day (Veterans Day) in London. In 2011, JPMorgan Chase employees donated more than 5,500 volunteer hours in their communities in support of military and veterans.

Philanthropy: JPMorgan Chase has hired a veteran with expertise in grant-making and the military and veterans space and developed a comprehensive philanthropic strategy to offer maximum support to communities in need, map our priorities and manage outreach to organizations that serve veterans. In collaboration with the Military and Veterans Affairs team, the JPMorgan Chase Foundation awarded grants and donations to a number of organizations including:

- Community Solutions - Funding for Community Solutions (CS) will directly support their 100,000 Homes Campaign, which aims to find permanent placement for at least 20,000 chronically homeless veterans by 2013. In the first 12 months of the Veterans Initiative, CS will permanently house 12,000 veterans, 5,000 of them chronically homeless veterans with severe health challenges.
- National Organization on Disability - Funding for the National Organization on Disability (NOD) will support capacity development for the Wounded Warrior Career Demonstration Project and provide leadership support for the expansion and continuation of the program in existing and new locations. The project will work with local organizations to assist veterans and their families to enroll in education and job training that will result in the achievement of a career plan and employment.
- Veterans Across America - Support for Veteran Across America (VAA) will directly help returning war veterans find secure employment through the Champion Mentoring Program.
- The Mission Continues and Student Veterans of America - JPMorgan Chase has supported the Student Veterans of America (SVA) and The Mission Continues (TMC) for the purposes of strengthening the postsecondary-education and career prospects for this generation of student veterans preparing to move into civilian employment through program development and mentorships.
- Yellow Ribbon Fund - JPMC funding will support and enhance the Yellow Ribbon Fund's (YRF) current programming, allowing continued support to wounded service members and their families while they recuperate at the Walter Reed National Military Medical Center. YRF offers transition assistance programs, housing support and a unique mentoring program.
- University of Texas San Antonio - With support from JPMorgan Chase, the Veteran's Business Development Program will provide access to necessary information, education, counseling, and training to start and expand veteran business ventures, resulting in the creation of jobs and national economic growth. We will be able to increase the number of training opportunities and the number of hours of counseling available to veteran entrepreneurs.
- Intrepid Museum - Funding for the Intrepid Museum will allow the museum to provide thousands of Veterans with U.S. Dept. of Veterans Affairs information and materials on housing, education and employment.

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?

JPMorgan Chase is a finalist for the State of New York ESGR Freedom Award nomination.

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

- Yes
- No

What best describes your company's pay for reservists fulfilling their normal reserve obligations?

- Their full civilian pay while receiving 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
- The reservist is not paid by the company during annual training

**Is there any limit on how long reservists receive pay while attending training?
Exclude vacation time.**

- Less than two weeks
- Two weeks
- Three weeks
- One month
- More than one month

Other:

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Please describe any other policies you have to accommodate reservists' regular commitments.

Managers are encouraged to be as flexible as possible with urgent military requirements. JPMorgan Chase leadership understands the importance of service and is fully committed to helping employees meet their military obligations.

Does your company have any policies to accommodate or support reservists called to active duty? If so, what best describes them? Check all that apply.

- Pay
- Benefits
- Social support
- None of the above

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

- Their full civilian pay, while receiving 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 company pay? Again, exclude vacation time.

- One month or less
- Six months
- One year
- Two years
- Five years
- Unlimited

Other 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, members of the Guard and Reserve 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.

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

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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

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.

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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