



MFC2019

Instructions

Welcome to the 2019 Military Friendly® Companies joint survey! This survey helps us capture and share best practices in supporting the success of members of the military community, including veterans, members of the Reserves/National Guard, and military spouses as they interact with companies as employees, consumers and suppliers.

In prior years, this survey was delivered separately, requiring organizations to re-enter information multiple times. The 2019 Military Friendly® Companies survey provides a single interface for organizations to provide inputs that will be evaluated both in separate indices as well as across a complete rollup score for top performing companies that interact and support the military community across multiple domains. At the beginning of this survey, you may select which section or sections you would like to complete. Based on your selection, you will only be shown the requisite questions from that portion of the survey. General company information will be requested only once of all survey participants at the beginning of the survey.

Each section starts with instructions that will provide you all of the detail you will need to complete the survey efficiently. If you have questions, there are several options for timely answers:

- Our FAQ on the Military Friendly website (MilitaryFriendly.com) has the answers to most questions.
- You can contact us directly by going to militaryfriendly.com/support or by phone at (412) 269-1663 Ext. 103.

Sections of the Survey

The Military Friendly® Employers section takes a detailed look at the lifecycle of military employees: What employers do to attract, hire, and develop them; as well as the policies and practices with which employers support them along the way.

The Military Spouse® Friendly Employers section takes a detailed look at the lifecycle of military employees: What employers do to attract, hire, and develop them; as well as the policies and practices with which employers support them along the way.

The Military Friendly® Supplier Diversity Programs section takes a detailed look at the lifecycle of military employees: What employers do to attract, hire, and develop them; as well as the policies and practices with which employers support them along the way.

The Military Friendly® Brands section utilizes a common assessment framework to measure the meaningful impact corporations have on the military community along with an organization's commitment to military consumer protections.

1. Please select the sections of the survey in which your company would like to participate. *

Only companies participating in *three or more* sections will be considered for the 2019 Military Friendly® Companies designation and awards.

- Military Friendly® Employer
- Military Spouse® Friendly Employer
- Military Friendly® Brands
- Military Friendly® Supplier Diversity

2. Please enter the primary survey taker's contact information.

Name *

Title

Email Address *

Phone Number

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General Company Information

We use much of this section to publish company descriptions of designated Military Friendly® designations and awards within various media, such as the December issue of G.I. Jobs magazine. All inputs in this section can and will be published should your company earn our designation by virtue of a qualifying survey score.

3. Enter the name of your organization to be used in print and/or digital publications.

Your company's name will be used for publishing – exactly as entered in this answer – for both print and digital purposes.

Do NOT enter the name of a specific department or group within your organization.

4. Describe your company in 100 words or less.

We use this section to publish company descriptions of designated Military Friendly® Employers within various media, such as the December issue of G.I. Jobs magazine. All inputs in this section can and will be published should your company earn our designation by virtue of a qualifying survey score.

5. Describe why your organization is an excellent place for veterans to work.

Please do so in 100 words or less.

6. Select the ownership classification of your company: *

- Public (non-government)
- Private
- Government or Agency (federal or state)
- Other

7. What is your company's tax filing status: *

- For Profit
- Non-Profit

8. What is the annual revenue generated by your company in USD? *

Please round to the nearest \$Million.

- Less than \$25MM
- \$25MM - \$99MM
- \$100MM - \$499MM
- \$500MM - \$1B
- Over \$1B

9. How many U.S.-based workers does your company employ? *

- 0 to 999
- 1,000 to 4,999
- 5,000 to 9,999
- 10,000 to 24,999
- 25,000 to 49,999
- 50,000 to 99,999
- 100,000 to 249,999
- 250,000 and over

10. Is your company a federal government contractor who is required to comply with the federal Department of Labor's Office of Federal Contractor Compliance Programs and regulations? *

- Yes
- No

11. Which method do you use to set your annual veteran hiring benchmark? *

- We use the current national percentage of [veterans in the labor force](#).
- We establish our own benchmark using a combination of factors.

12. What is your annual veteran hiring benchmark?

Please indicate your annual veteran hiring benchmark as a whole number 0-100.

13. Please indicate your company's primary industry, as defined in our Military Friendly® Employers List.

- | | | |
|---|--|---|
| <input type="radio"/> Agriculture & Natural Resources | <input type="radio"/> Food Services | <input type="radio"/> Real Estate |
| <input type="radio"/> Air & Rail Transportation | <input type="radio"/> Health & Pharmaceutical Services | <input type="radio"/> Retail Consumer Goods |
| <input type="radio"/> Business Services | <input type="radio"/> Hospitality | <input type="radio"/> Telecommunications |
| <input type="radio"/> Construction | <input type="radio"/> Information Technology | <input type="radio"/> Trucking & Transportation |
| <input type="radio"/> Defense | <input type="radio"/> Insurance | <input type="radio"/> Automotive |
| <input type="radio"/> Energy, Extraction & Utilities | <input type="radio"/> Manufacturing | <input type="radio"/> Wholesale Trade |
| <input type="radio"/> Financial Services & Banking | <input type="radio"/> Publishing & Broadcasting | <input type="radio"/> Charitable & Human Services |

14. If your company provides consumer facing products or services, please indicate your company's primary consumer-sector industry, as defined in our Military Friendly® Brands List.

- | | | |
|--|--|---|
| <input type="radio"/> Automotive & Industrial | <input type="radio"/> Financial Services & Banking | <input type="radio"/> Online Services |
| <input type="radio"/> Beauty, Apparel & Fashion | <input type="radio"/> Food & Grocery | <input type="radio"/> Pets |
| <input type="radio"/> Charitable & Service Organizations | <input type="radio"/> Furnishings & Home Supplies | <input type="radio"/> Restaurants & Cafes |
| <input type="radio"/> Communications | <input type="radio"/> Health, Body & Nutrition | <input type="radio"/> Retail Discount & Wholesale |
| <input type="radio"/> Computers & Technology | <input type="radio"/> Home & Garden | <input type="radio"/> Sports & Recreation |
| <input type="radio"/> Crafts & Hobbies | <input type="radio"/> Hospitality & Travel | <input type="radio"/> Toys & Kids |
| <input type="radio"/> Department Store | <input type="radio"/> Insurance | <input type="radio"/> Real Estate & Property |
| <input type="radio"/> Entertainment & Events | <input type="radio"/> Office & Electronics | |

15. Are you answering this survey for your company overall, or for a smaller segment or business unit with the company? *

- Company
- Separate business unit

16. What is the name of this separate business unit?

Section Instructions

Welcome to the 2019 Military Friendly® Employers survey! This survey helps us capture and share best practices in hiring and developing employees from the military community, including veterans, members of the Reserves/National Guard, and military spouses. The following instructions will provide you all of the detail you will need to complete the survey efficiently. If you have questions, there are several options for timely answers:

- Our FAQ on the Military Friendly website (MilitaryFriendly.com) has the answers to most questions.
- You can contact us directly by going to militaryfriendly.com/support or by phone at (412) 269-1663 Ext. 103.

Overview and Structure of the Survey

The Military Friendly® Employers survey takes a detailed look at the lifecycle of military employees: What employers do to attract, hire, and develop them; as well as the policies and practices with which employers support them along the way.

Note that when we refer to “military employees” in this survey, unless otherwise indicated, we are including active military, veterans, and members of the Reserves/National Guard. For some questions, we will also ask you to include military spouses in your consideration.

Here is what the survey covers:

- *Career Opportunities*: The job fields best suited to military employees within your organization.
- *Corporate Commitment*:
 - *Military Policies & Staffing Mix*
 - *Guard and Reserve Policies*: Your organization’s policies to support members of the National Guard and Reserves who are called to active duty.
 - *Training and Development*: What your organization does to train military employees and help them develop throughout their careers.
- *Hiring & Selection*: How you locate and attract applicants from the military community.
- *On-Boarding*: How you help military employees get up to speed within your organization.
- *Retention*: Your organization’s success at keeping military employees.
- *Career Advancement*: How you help military employees to progress in their career and professional development within your organization.
- *Metrics*: Outcome data such as hiring, retention, and career advancement rates.

Completing this portion of the survey:

Due to the breadth and depth of this survey, many organizations need to collect information from several internal sources as part of the process.

The following may help streamline the process for you:

- You may print the survey so that you can review it offline.
- You can exit the survey anytime and come back later; the survey will save the answers you have submitted.
- You can share your unique survey link with other stakeholders at your organization for their review.

Once all the data have been compiled it typically takes several hours to enter into the survey system. Again, you can exit the survey and return later if you need to complete it in several sittings.

A Final Thought

Our goal is to help military employees have fulfilling careers. This survey offers an opportunity to share your organization’s efforts on behalf of these employees, whose efforts and sacrifices have done so much for our country. We thank you once again for completing this survey, and are ready to help if you have any questions along the way.

17. Do you have a military-specific section on your website addressing opportunities for veterans, service members, or military spouses? *

- Yes
- No

18. Please provide the URL.

19. Select which military outreach, training, transition or promotion programs you currently operate:

Check all that apply

- Internships
- On-the-job training programs
- Managerial training programs
- Apprenticeships
- Networking events
- Other, please specify...

20. Does your company have internal programs, initiatives, partnerships or memberships in associations that support the hiring of disabled veterans? *

Example: Wounded Warriors for any service member with a disability rating.

- Yes
- No

21. What percentage of the positions within your company require a government security clearance as a mandatory prerequisite?

Please use a whole number 0-100 to indicate your percentage.

Leave blank if unknown.

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Career Opportunities (continued)

22. Please choose your top 10 job fields for veterans, service members, and/or military spouses to find employment.

These data are used to help us develop the Hot Jobs for Veterans list.

- Accountants & Auditors
- Actuaries
- Agricultural & Food Science Technicians
- Agricultural Equipment Operators
- Aircraft / Aviation Technicians
- Airfield Operations Specialists
- Atmospheric & Space Science Technicians
- Audio and Video Equipment Technicians
- Audio-Visual and Multimedia Specialists
- Automotive Technicians & Mechanics
- Biomedical Technicians
- Diesel Engine Specialists
- Cargo & Freight Agents
- Geographic Information Specialists
- Chefs & Head Cooks
- Chemical Engineers
- Commercial Divers
- Commercial Pilots
- Compensation & Benefits Managers
- Computer Information System Managers
- Computer Hardware Engineers
- CNC Tool Programmers
- Computer Systems Analysts
- CNC Operators
- Concierge and Guest Services
- Construction & Building Inspectors
- Construction Technicians
- Credit Counselors
- Curators
- Customer Service Representatives
- Cyber Security Analysts
- Dental Technician
- Earth Drilling Technicians
- Electricians
- Emergency Medical Technicians
- Environmental & Marine Engineering Technicians
- Environmental Engineers
- Environmental Science Specialists
- First-line Supervisors: Construction & Trade Workers
- First-line Supervisors: First Responders
- First-line Supervisors: Food Services
- First-line Supervisors: Mechanics, Installers & Repairers
- First-line Supervisors: Office & Administrative Workers
- First-line Supervisors: Personal Service Workers
- First-line Supervisors: Retail Sales Workers
- First-line Supervisors: Transportation, Material-Moving & Vehicle Operators
- Forensic Science Technicians
- Forest & Conservation Workers
- Forest Fire Inspectors & Prevention Specialists
- Operations Managers
- Geological & Petroleum Technicians
- Health & Safety Engineers
- CDL Drivers & Operators
- Home Health Aides
- Human Resources Managers
- Industrial-Organizational Psychologists
- Insurance Sales Agents
- Hospitality Professionals
- Lawyers
- Management Analysts
- Market Research Analysts
- Marketing Managers
- Medical & Nursing Secretaries
- Morticians and Funeral Services Technicians
- Nuclear Power Operators
- Nurse Practitioners
- Occupational Therapy Assistants
- Operations Research Analysts
- Paralegal & Legal Assistants
- Personal Care Aides
- Personal Financial Advisors
- Petroleum & Pump Station Operators
- Phlebotomists
- Physical Therapy Assistants
- Pipelayers
- Plumbers & Pipefitters
- Police & Patrol Officers
- Power Distributors & Dispatchers
- Communications Tower & Equipment Technicians
- Rail Maintenance Technicians
- Registered Nurses
- Sales Account Representatives
- Sales: Technical and Wholesale
- Sales: Financial Services
- Security Systems Technicians
- Community Service Managers
- Software Applications Developers
- Software Systems Developers
- Solar Technicians
- Statisticians
- Survey Researchers
- Telecommunications Line Technicians
- Transportation Security
- Web Developers
- Wind Turbine Technicians
- Welders

CAD Technicians

Math & Science Teachers

Media & Communications Specialists

Medical & Health Services Managers

Medical Appliance Technicians

Medical Assistants

Career Opportunities (continued)

23. Does your company accept technical certification credit for military experience in any fields? *

Yes

No

24. Is this information included in public job postings and within relevant employment policies? *

Yes

No

25. For which technical certifications do you accept military experience?

Comma-separated list

26. Please select the top 10 degrees fields / credentialing areas that fit your most desirable jobs.

This data is used to help us develop the Hot Degrees for Veterans list.

	Credential	Certificate	Degree	Advanced Degree
Accounting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Actuarial Science	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Agricultural Power Machinery Operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Air Traffic Controller	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Airline/Commercial/Professional Pilot and Flight Crew	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assistive/Augmentative Technology and Rehabilitation Engineering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Atmospheric Sciences and Meteorology, General	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Automobile/Automotive Mechanics Technology/Technician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Avionics Maintenance Technology/Technician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bioengineering and Biomedical Engineering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Building/Construction Site Management/Manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business Administration and Management, General	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CAD/CADD Drafting and/or Design Technology/Technician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical Engineering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communications Systems Installation and Repair Technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communications Technology/Technician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer and Information Systems Security/Information Assurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer Hardware Engineering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer Numerically Controlled (CNC) Machinist Technology/CNC Machinist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer Science	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer Software Engineering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer Systems Analysis/Analyst	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Construction/Heavy Equipment/Earthmoving Equipment Operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Criminal Justice/Police Science	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Criminalistics and Criminal Science	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Culinary Arts/Chef Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer Service Support/Call Center/Teleservice Operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental Laboratory Technology/Technician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diesel Mechanics Technology/Technician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diver, Professional and Instructor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Educational/Instructional Technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Medical Technology/Technician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Energy Management and Systems Technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental Engineering Technology/Environmental Technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental Science	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental/Environmental Health Engineering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finance, General	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial Planning and Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Services Administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Foodservice Systems Administration/Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Forensic Science and Technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Funeral Service and Mortuary Science, General	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Geographic Information Science and Cartography	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Geographic Information Science and Cartography	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health Services Administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home Health Aide/Home Attendant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hospitality Administration/Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Human Resources Management/Personnel Administration, General	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Industrial and Organizational Psychology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Industrial Mechanics and Maintenance Technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inspection/Inspector Building/Home/Construction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Law	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Legal Assistant/Paralegal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marketing Research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mathematics Teacher Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical Office Assistant/Specialist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical/Clinical Assistant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museology/Museum Studies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Natural Resources Law Enforcement and Protective Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nuclear/Nuclear Power Technology/Technician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nursing Administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nursing Practice / Registered Nurse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Occupational Therapist Assistant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Operations Management and Supervision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Operations Research	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Petroleum Technology/Technician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Phlebotomy Technician/Phlebotomist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Therapy Technician/Assistant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pipefitting/Pipefitter and Sprinkler Fitter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Plumbing Technology/Plumber	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Railroad and Railway Transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recording Arts Technology/Technician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retail Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Secondary Education and Teaching.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security System Installation, Repair, and Inspection Technology/Technician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Selling Skills and Sales Operations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Solar Energy Technology/Technician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Statistics, General	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theology & Religious Studies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traffic, Customs, and Transportation Clerk/Technician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Name, Systems, and Transportation Skills/Qualifications

Truck and Bus Driver/Commercial Vehicle Operator and Instructor

Web Page, Digital/Multimedia and Information Resources Design

Welding Technology

27. Please list your top 5 metro location ZIP codes for veterans, service members, and/or military spouses to find employment.

Zip Code 1

Zip Code 2

Zip Code 3

Zip Code 4

Zip Code 5

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CORPORATE COMMITMENT

This section focuses on the governance, staffing, and policies that formalize your organization's commitment and is divided into the following sections:

- *Governance & Military Employee Policies*
- *Guard and Reserve Policies:* Your organization's policies to support members of the National Guard and Reserves who are called to active duty.

28. Does your organization have an explicit commitment to serving the military and/or veteran community? *

- Yes
- No
- In Progress

29. Has your Chief Executive Officer/President (public company) or business owner (private company) signed a formal commitment to support this policy? *

- Yes
- No

30. Is this commitment incorporated into the organization's mission, vision, and values? *

- Yes
- No

31. Please provide a link to the above policy or statement of commitment.

Leave this space blank if your statement of commitment is not available online.

32. Is your Chief Executive Officer/President (public company) or business owner (private company) a military veteran? *

- Yes
- No

33. What percentage of company leadership (C-level Executives) are military veterans?

Please indicate percentage in whole numbers 0-100.

Leave blank if unknown.

34. Does your company incentivize employee veterans and service members to self-identify? *

- Yes
- No

35. Please describe the methods do you use to encourage veterans and service members to self-identify their status.

36. Compared to the number of known veterans and service members, what percentage of military employees does your company feel are being missed due to a lack of self-identification by veterans? *

- 0 - 10%
- 11 - 20%
- 21 - 30%
- 31 - 40%
- 41 - 50%
- 51% or greater
- Unable to calculate

37. Do you share best practices with military programs personnel at other companies? *

- Yes
- No

38. Would you be willing to share best practices, through online training led by Victory Media, with military programs personnel at other companies? *

- Yes
- No

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Guard and Reserve Policies

These questions address salary and pay policies with regards to Guard and/or Reservists called to active duty.

39. Does your company provide full pay to Guard and/or Reserve employees called to active duty who are exempt/salaried employees? *

This question does not apply to hourly/non-exempt employees.

- Yes
- No

40. Are there any time limitations regarding the length of deployment for full salary employees? *

This question does not apply to hourly/non-exempt employees.

- No limitations (duration)
- 1 year or longer
- Less than 1 year

41. Does your company provide a salary differential? *

This question does not apply to hourly/non-exempt employees.

- Yes
- No

42. Are there any time limitations regarding salary differential? *

This question does not apply to hourly/non-exempt employees.

- Yes
- No

43. Are salaried Guard and/or Reserve employees called to active duty guaranteed the same or similar career path upon their return? *

This question does not apply to hourly/non-exempt employees.

- Same
- Similar
- Not guaranteed
- Other, please explain

44. Does your company provide full pay to Guard and/or Reserve employees called to active duty who are paid for hourly/non-exempt workers?

This question does not apply to exempt/salaried employees.

- Yes
- No

45. Are there any time limitations regarding length of deployment for hourly/non-exempt workers? *

This question does not apply to exempt/salaried employees.

- No limitations (duration)
- 1 year or longer
- Less than 1 year

46. Does your company provide a pay differential? *

This question does not apply to exempt/salaried employees.

- Yes
- No

47. Are there any time limitations regarding differential pay?

This question does not apply to exempt/salaried employees.

- No limitations (duration)
- 1 year or longer
- Less than 1 year

48. Are Guard and/or Reserve employees who are paid hourly and called to active duty guaranteed the same or similar compensation upon their return?

This question does not apply to exempt/salaried employees.

- Same
- Similar
- Not guaranteed
- Other, please explain

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Guard and Reserve Policies (continued)

49. Does your company's medical plan continue to cover Guard and/or Reserve employees called to active duty? *

- Yes
- No

50. Are there any time limitations on coverage? *

- No limitations (duration)
- 1 year or longer
- Less than 1 year

51. Does the continued medical coverage include dependents? *

- Yes
- No

52. Are there any time limitations on dependents' coverage? *

- No limitations (duration)
- 1 year or longer
- Less than 1 year

53. Do life insurance benefits continue for Guard and/or Reserve employees called to active duty? *

- Yes
- No
- Our company does not offer life insurance benefits

54. Are there any time limitations on life insurance coverage? *

- No limitations (duration)
- 1 year or longer
- Less than 1 year

55. Are returning Guard and/or Reserve employees provided with an on-ramping program aimed at reintroducing them to your business and changes that occurred during their absence? *

For example, similar programs are often provided to employees following maternity leave.

- Yes
- No

56. What is the duration of the on-ramping program? *

- 1 hour or less
- Less than a day, but more than an hour
- Less than a week, but more than a day
- 1 week or more

57. Has your company received the ESGR Pro Patria Award or the Secretary of Defense Employer Support Freedom Award? *

For more information on the ESGR Pro Patria Award, [click here](#).

- Yes
- No

58. Has your company signed the ESGR Statement of Support? *

- Yes
- No

59. List current programs your company has implemented in support of veterans or the greater military community, as well as the number of years your company has been actively involved with the programs.

Examples: Toys for Tots, Care packages for service members, etc.)

	Program Name	Years Active
Program 1	<input type="text"/>	<input type="text"/>
Program 2	<input type="text"/>	<input type="text"/>
Program 3	<input type="text"/>	<input type="text"/>
Program 4	<input type="text"/>	<input type="text"/>
Program 5	<input type="text"/>	<input type="text"/>

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Training & Development

What your organization does to train military employees and help them develop throughout their careers.

60. Does your company provide training or other resources to recruiters, hiring managers, or human resources managers regarding the retention of military employees? *

- Yes
- No

61. For which groups is training provided?

Check all that apply

- Recruiters
- Hiring Managers
- Human Resources Managers
- Senior Executives
- Other, please specify...

*

62. Please provide additional details around your company's military employment training program.

Please add any relevant comments below

Is this training mandatory? If mandatory, do all attend?

Recruiters

 Yes
 No Yes
 No

Hiring Managers

 Yes
 No Yes
 No

HR Managers

 Yes
 No Yes
 No

Comments

63. How are your military employment training programs delivered?

Check all that apply.

- Live and/or on-demand webinars
- Public workshops
- Onsite, instructor-led, live delivery
- Licensed web-based training
- Consultant(s)

64. What is your total annual budget for military employment training? *

- Not Known
- Do Not Disclose
- Dollar Amount

65. What is the average cost of training per head dedicated to improving military employment knowledge and outcomes? *

- Not Known
- Do Not Disclose
- Dollar Amount

66. What are the most needed/desired training topics regarding the development of your military employment program?

- | | |
|--|--|
| <input type="checkbox"/> Building a Commitment & Planning a Strategy | <input type="checkbox"/> Accommodating Disabled Military Talent |
| <input type="checkbox"/> Creating a Culture of Collaboration, Service & Philanthropy | <input type="checkbox"/> Matching, Screening, Interviewing & Hiring Military Talent |
| <input type="checkbox"/> Benchmarking Best Practices & Establishing Program Goals | <input type="checkbox"/> Onboarding & Assimilating Military Talent |
| <input type="checkbox"/> Complying with Veteran Employment Laws & Regulations | <input type="checkbox"/> Understanding Military Structure, Culture, Occupations & Transition |
| <input type="checkbox"/> Developing Military Friendly Policies | <input type="checkbox"/> Training, Developing & Advancing Military Talent |
| <input type="checkbox"/> Identifying & Nurturing Military Friendly Partnerships | <input type="checkbox"/> Engaging, Supporting & Retaining Military Talent |
| <input type="checkbox"/> Sourcing & Recruiting Military Talent | <input type="checkbox"/> Training Employees to Understand & Support Military Talent |
| <input type="checkbox"/> Marketing & Branding to Military Talent | <input type="checkbox"/> Measuring & Evaluating Program Success |

Page 12

Hiring and Selection

How you locate and attract applicants from the military community.

67. What is your company's total annual budget for all recruiting (including both military and non-military hiring)? *

- Not Known
- Do Not Disclose
- Dollar Amount

68. What percentage of your company's annual recruiting budget is targeted exclusively toward military hiring? *

Please indicate percentage using whole numbers 0-100.

- Not Known
- Do Not Disclose
- Percent

69. Which sourcing methods does your organization use to find and attract military talent?

First, check all that apply.

Next, provide any information you think would be relevant (such as important program details; how often you use a particular sourcing method; etc.) in the comments section.

- | | |
|--|--|
| <input type="checkbox"/> Military Placement Firms (external recruiters) | <input type="checkbox"/> State Government Resources (e.g., Joining Forces) |
| <input type="checkbox"/> Military Job Boards | <input type="checkbox"/> Non-profit Groups |
| <input type="checkbox"/> Social Media/Web-based Networking | <input type="checkbox"/> College Campuses |
| <input type="checkbox"/> Print Advertising | <input type="checkbox"/> A presence in TAP/ACAP and/or Military Bases |
| <input type="checkbox"/> Career Fairs (Virtual) | <input type="checkbox"/> Department of Veteran Affairs |
| <input type="checkbox"/> Career Fairs (In Person) | <input type="checkbox"/> US Chamber & Department of Defense Transition Summits |
| <input type="checkbox"/> Professional Alumni Associations | <input type="checkbox"/> Army Soldier For Life Programs (e.g. Career Skills Program) |
| <input type="checkbox"/> Federal Government Resources (e.g., Joining Forces) | |

Comments

70. Does your company have full-time employees who work specifically on recruiting military veterans, service members and spouses? *

- Yes
- No

71. What percentage of their time, on average, is allocated to recruiting veterans, service members and spouses?

Please indicate percentage using whole numbers 1-100.

Leave blank if unknown.

72. How many employees do you have in these dedicated military recruiting positions?

Leave blank if unknown

73. What percentage of these employees are themselves veterans, active military, or military spouses?

Please indicate percentage using whole numbers 0-100.

Leave blank if unknown.

74. Which of the following practices has your organization implemented as part of the job application process for veterans, service members and spouses?

Check all that apply

- Applications are marked and/or tracked as veterans, service members or military spouses
- Applicants are given contact information for company employees who focus specifically on hiring military
- Applicants are contacted by a company employee who focuses specifically on hiring military
- Applicants are put in touch with current employees who are veterans, service members or military spouses
- Applications are tracked after they are hired in a separate, voluntary survey for new employees.
- Applicants are offered a military skills translation tool to identify job opportunities in the company that are a good fit for military candidates

Page 13

On-Boarding

How you help military employees get up to speed within your organization.

75. Does your company provide specialized on-boarding programs for new hires from the military community? *

- Yes
- No

76. What is done or communicated in these programs?

77. Does your company provide formal sponsorships (mentors) of new hires from the military community? *

- Yes
- No

78. If formal sponsorships are provided, how long do they last? *

- Less than 6 months
- More than 6 months
- The duration varies depending on the sponsorship

Page 14

Retention & Support

Your organization's success at keeping military employees.

79. Does your company track retention among newly hired employees overall? *

- Yes
- No

80. Does your company track retention among newly hired employees with military experience? *

- Yes
- No

81. Are your retention rates for military veterans higher than those of other non-military employees in general?

- Yes
- No

82. Are your retention rates for Guard and Reserve personnel higher than those of other non-military employees in general?

- Yes
- No

83. Does your company offer a Mentorship Program to support the retention and development needs of military employees? *

- Yes
- No

84. Does your company offer a Peer Support Program to support the retention and development needs of military employees? *

- Yes
- No

85. Does your company offer specific Accommodation Programs to support the physical and psychological needs of disabled military employees? *

- Yes
- No

86. Does your company sponsor an Employee Resources Group (ERG), Veteran's Affinity Network (VAN), or other sanctioned professional community for employees with military experience? *

- Yes
- No

87. In 100 words or less, please describe the benefits and services provided through the ERG or VAN.

88. What percentage of your offices or locations is served by a local chapter of this type of organization?

Leave blank if unknown

Career Advancement

How you help military employees to progress in their career and professional development within your organization.

89. Select which military employee career advancement programs do you currently operate:

Check all that apply

- Apprenticeships for transitioning military veterans or service members
- On-the-job training programs (other than apprenticeships) for veterans or service members
- Work skills training programs for veterans or service members
- Managerial training programs for veterans or service members
- Career mentoring for military veterans or service members
- Career "fast-tracking" or high potential identification and development for military veterans or service members
- Networking events for military veterans or service members
- Professional gatherings or summits for military veterans or service members
- Other (please specify)

*

90. Are any of the above apprenticeship programs or on-the job training programs eligible for GI Bill or MyCAA federal education funding? *

- Yes
- No

91. Select which of the following methods you utilize to track career progression of military employees:

- External Hires vs. Internal Military Candidates placed in open positions
- Turnover Statistics for military community employees
- Military employee promotion rates
- Managerial training program participation by military employees
- Military employee engagement scores / survey results
- Development plan tracking / progression for military employees
- Project / responsibility assignment ratios for military employees
- Other, please specify

*

92. Does your company track promotion/advancement rates for military personnel (veterans and Guard & Reserve)? *

- Yes
- No

93. Are promotion/advancement rates for military veterans better than those for non-military personnel in general? *

- Yes
- No

94. Are promotion/advancement rates for Guard & Reserve personnel better than those for non-military personnel in general? *

- Yes
- No

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Metrics

Outcome data such as hiring, retention, and career advancement rates.

95. What is the total number of employees in your organization, including both military and non-military employees?

You Indicated your employee range to be [question('value', id='14')]. For the purpose of this section, please supply an exact number.

96. How many of your employees are transitioning military members or veterans?

Leave this blank if unknown.

97. Of those transitioning military or veterans, how many are...

Men?

Women?

98. How many of your employees are currently in the Guard or Reserve?

Leave this blank if unknown.

99. Of those currently in the Guard or Reserve, how many are...

Men?

Women?

100. Out of your total number of employees with military service, what percentage were officers compared to enlisted service members?

Leave blank if unknown

101. Of those officers, how many are...

Enter actual number of employees, not percentage.

Men?

Women?

102. Of your enlisted servicemember employees, how many are...

Enter actual number of employees, not percentage.

Men?

Women?

103. What is the total number of NEW HIRES in your organization, including both military and non-military employees?

New hires are described as those hired within the last 12 months.

104. How many of your NEW HIRES are transitioning military members or veterans?

Leave this blank if unknown.

105. Of those newly hired military or veterans, how many are...

Men?

Women?

106. How many of your NEW HIRES are currently in the Guard or Reserve?

Leave this blank if unknown.

107. Of those NEW HIRES currently in the Guard or Reserve, how many are...

Men?

Women?

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Metrics (continued)

108. What is the total number of PROMOTIONS / ADVANCEMENTS in your organization, including both military and non-military employees in the last twelve months?

Leave blank if unknown.

109. How many of those promotions / advancements are transitioning military members or veterans?

Leave this blank if unknown.

110. Of those promotions / advancements among military or veterans, how many are...

Men?

Women?

111. How many of those promotions / advancements are currently in the Guard or Reserve?

Leave this blank if unknown.

112. Of those promotions / advancements among current Guard or Reserve members, how many are...

Men?

Women?

113. Please provide the following information for ALL EMPLOYEES for the prior 12 month period or most recent full year reporting period available.

For percentage, please use whole numbers 0-100

Retention Rate All Employees

Retention Rate Military Employees

Turnover Rate All New Hires

Turnover Rate Military New Hires

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Military Spouse Friendly® Employers Introductory Page

Instructions

Welcome to the 2019 Military Spouse Friendly® Employers survey! This survey helps us capture and share best practices in hiring and developing employees from the military spouse community.

The following instructions will provide you all of the detail you will need to complete the survey efficiently. If you have questions, there are several options for timely answers:

- Our FAQ on the Military Friendly website (MilitaryFriendly.com) has the answers to most questions.
- You can contact us directly by going to militaryfriendly.com/support or by phone at (412) 269-1663 Ext. 103.

Overview and Structure of the Survey

The Military Spouse Friendly® Employers survey takes a detailed look at the lifecycle of military spouse employees: What employers do to attract, hire, and develop them; as well as the policies and practices with which employers support them along the way.

Note that when we refer to “military employees” in this survey, unless otherwise indicated, we are including active military, veterans, and members of the Reserves/National Guard. For some questions, we will also ask you to include military spouses in your consideration.

A Final Thought:

Our goal is to help military spouse employees have fulfilling careers. This survey offers an opportunity to share your organization’s efforts on behalf of these employees, whose efforts and sacrifices have done so much for our country. We thank you once again for completing this survey, and are ready to help if you have any questions along the way.

Page 19

Military Spouse Policies

114. Does your company identify military spouses and dependents? *

- Yes
- No

115. Please describe the methods do you use to encourage military spouses and dependents to self-identify.

116. Is your company a member of the Military Spouse Employment Partnership (MSEP)? *

For additional information on MSEP, [click here](#).

- Yes
- No

117. Which military spouse outreach, training, transition or promotion programs do you currently operate?

Check all that apply

- Internships for military spouses
- On-the-job training programs for military spouses
- Managerial training programs for military spouses
- Apprenticeships marketed to military spouses
- Networking events for military spouses
- Other, please specify...

*

118. Do you have company programs or policies in place to assist military spouses with job relocation due to military-related moves? *

Example: Permanent change of station orders that lead to service member relocations.

- Yes
- No

119. Which of the following child-care services does your company provide for military spouses? *

- On-site child care
- Child care reimbursement
- None of the above

120. Does your organization have a policy concerning military spouses and dependents whose families must move due to redeployment or relocation? *

- Yes
- No

121. If an employee needs to temporarily leave employment due to his/her spouse's deployment, will the employee's position remain available upon the service member's return? *

- Yes - The same position will be available
- Yes - A similar position will be available
- No

122. Do spouses whose service member is deployed have the option to shift to part-time employment? *

- Yes
- No

123. Does your company's Employee Assistance Program (EAP), if available, support the unique needs of military employees and spouses needing assistance? *

- Yes
- No
- Our company does not offer an EAP

124. Has your EAP provider received specialized training to serve the unique needs of military employees who may need assistance? *

- Yes
- No

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Military Spouse Employment Metrics

125. What is the total number of employees in your organization, including both military and non-military employees?

You Indicated your employee range to be "[question('value'), id='14']". For the purpose of this section, please supply an exact number.

126. What is the total number of current or former military spouses employed at your company?

Leave blank if unknown

127. Of those current or former military spouses employed at your company, how many are...

Men?

Women?

128. What is the total number of NEW HIRES in your organization, including both military and non-military employees?

New hires are described as those hired within the last 12 months.

129. Of new hires at your company, how many are current or former military spouses?

New hires are described as those hired within the last 12 months.

Leave blank if unknown.

130. Of those current or former military spouse new hires at your company, how many are...

Men?

Women?

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131. What is the total number of PROMOTIONS / ADVANCEMENTS in your organization, including both military and non-military employees in the last twelve months?

Leave blank if unknown.

132. How many of those promotions / advancements went to transitioning military members or veterans?

Leave this blank if unknown.

133. Of those promotions / advancements among military or veterans, how many are...

Men?

Women?

134. How many of those promotions / advancements went to servicemembers currently in the Guard or Reserve?

Leave this blank if unknown.

135. Of those promotions / advancements among current Guard or Reserve members, how many are...

Men?

Women?

136. Please provide the following information for the prior 12 month period or most recent full year reporting period available.

New hires are described as those hired within the last 12 months.

Leave blank if unknown.

Retention Rate All Employees

Retention Rate Military Spouse Employees

Turnover Rate All New Hires

Turnover Rate Military Spouse New Hires

Military Friendly Supplier Diversity Program

Instructions

Welcome to the 2019 Military Friendly® Supplier Diversity survey! This survey helps us capture and share best practices in the selection and growth of the veteran-owned business supplier network.

The following instructions will provide you all of the detail you will need to complete the survey efficiently. If you have questions, there are several options for timely answers:

- Our FAQ on the Military Friendly website (MilitaryFriendly.com) has the answers to most questions.
- You can contact us directly by going to militaryfriendly.com/support or by phone at (412) 269-1663 Ext. 103.

Overview and Structure of the Survey

The Military Friendly® Supplier Diversity Employers survey takes a detailed look at the lifecycle of military employees: What employers do to attract, hire, and develop them; as well as the policies and practices with which employers support them along the way.

Page 23

Veteran Owned Business Supplier Diversity

137. In 100 words or less, describe your supplier diversity program.

138. Does your company promote the use of Veteran Owned Businesses (VOBs) and Service Disabled Veteran Owned Small Businesses (SDVOSB) as suppliers? *

- Yes
- No

139. What percentage of your suppliers are Veteran Owned Businesses (VOBs) and Service-Disabled Veteran Owned Small Businesses (SDVOSBs)?

Please provide answers as whole numbers 0-100.

Leave blank if unknown.

140. What types of products and purchases does your organization purchase from small businesses?

1

2

3

141. Are Veteran Owned Businesses specifically mentioned as part of your company supplier diversity page? *

Yes

No

142. Please provide a link to your company's supplier diversity page.

143. Does your supplier diversity program offer education programs for VOBs and/or SDVOSBs to learn how your program operates and how to gain access to prime contractors within your company? *

Yes

No

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Procurement

144. Please qualify your business-to-business procurement budget (spend data) in terms of how it is calculated.

Questions to consider:

Calculation includes only domestic or includes foreign spend or other?

Calculated based on FAR guidelines or other?

Calculation is reduced by taxes, charities or other?

Calculation includes total spend, federal spend or other?

145. Please list your company's total business-to-business procurement budget in a dollar amount.

Leave blank if unknown.

146. Does your company have a supplier diversity goal and/or program for veteran-owned businesses? *

This question refers to all veterans, not exclusively Service Disabled Veterans.

- Yes
- No

147. Please list the goal in terms of both percentage of overall budget and dollar amounts.

Please supply percentages in whole numbers 0-100

Percentage

Dollar Amount

148. In what year was this goal established?

149. Please list your actual supplier diversity results in terms of both percentage of overall budget and dollar amounts.

Please supply percentages in whole numbers 0-100

Percentage

Dollar Amount

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VOB Supplier Diversity

150. Does your company have a supplier diversity goal and/or programs for service disabled, veteran-owned businesses? *

- Yes
- No

151. Please list the goal in terms of both percentage of overall budget and dollar amounts.

Please supply percentages in whole numbers 0-100

Percentage

Dollar Amount

152. In what year was this goal established?

153. Please list your actual supplier diversity results in terms of both percentage of overall budget and dollar amounts.

Please supply percentages in whole numbers 0-100

Percentage

Dollar Amount

154. With how many service-disabled, veteran-owned businesses did you sub-contract in the last twelve months?

Page 26

Minority/Women Owned Supplier Diversity

155. Does your company have a supplier diversity goal and/or program for minority-owned businesses? *

- Yes
- No

156. Please list the goal in terms of both percentage of overall budget and dollar amounts.

Percentage

Dollar Amount

157. In what year was this goal established?

158. Please list your actual supplier diversity results in terms of both percentage of overall budget and dollar amounts.

Please supply percentages in whole numbers 0-100

Percentage

Dollar Amount

159. Does your company have a supplier diversity goal and/or program for women-owned businesses? *

Yes

No

160. Please list the goal in terms of both percentage of overall budget and dollar amounts.

Please supply percentages in whole numbers 0-100

Percentage

Dollar Amount

161. In what year was this goal established?

162. Please list your actual supplier diversity results in terms of both percentage of overall budget and dollar amounts.

Please supply percentages in whole numbers 0-100

Percentage

Dollar Amount

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Employee Focus

163. How many employees within your company are on the payroll with their sole purpose being one which is comprised of supplier diversity duties and responsibilities?

164. How many employees within your company are on the payroll with their secondary or collateral purpose being one which is comprised of supplier diversity duties and responsibilities?

Page 28

Budget

165. Please list your company's total supplier diversity advertising budget in dollars.

Includes print, web, and all other forms of advertising media.

166. Please provide the percentage and dollar amount of the budget that are spent with veteran- and service-disabled, veteran-owned businesses.

Percentage

Dollar Amount

167. Please list your company's total supplier diversity budget regarding outreach events in dollars.

Includes Expos, Trade Shows, etc.

168. Please provide the percentage and dollar amount of this budget that is spent with veteran- and service-disabled, veteran-owned businesses.

Percentage

Dollar Amount

Page 29

Corporate Commitment

169. Does your company have a CEO statement on its website supporting supplier diversity? *

- Yes
- No

170. Does your company have a CEO statement on its website supporting veteran-owned businesses as diverse suppliers? *

- Yes
- No

171. What other executive level support does your company extend to veteran-owned businesses?

Hosting, attending, speaking at/supporting events or other programs or activities

172. In the event that your company earns a Military Friendly (R) Supplier Diversity designation, a quote from your CEO or other high-ranking official about your company's commitment to veteran-owned businesses may be published. Enter that quote here.

173. Are your company's veteran-owned business goals shared with the "decision makers" within your purchasing or procurement groups? *

- Yes
- No

174. Please list your top three veteran-owned suppliers

Please list company name and website

	Company Name	URL
Supplier 1	<input type="text"/>	<input type="text"/>
Supplier 2	<input type="text"/>	<input type="text"/>
Supplier 3	<input type="text"/>	<input type="text"/>

175. Please list any additional initiatives your company has done to support veteran-owned or service-disabled, veteran-owned businesses.

Include training, teaming, mentor-protege programs, etc.

176. What advice would you give to someone hoping to land business with a company's Military Friendly (R) Supplier Diversity program?

177. Please list any additional comments or inclusions not already covered in this section of the survey.

Military Friendly® Brands

Welcome to the Military Friendly® Brands Survey!

Welcome to the 2019 Military Friendly® Brands survey! This survey helps us capture and share best practices in regard to the social and material investments corporations make in support of the military and veteran community. The following instructions will provide you all of the detail you will need to complete the survey efficiently. If you have questions, there are several options for timely answers:

- Our FAQ on the Military Friendly website (MilitaryFriendly.com) has the answers to most questions
- You can contact us directly at MilitaryFriendly.com/support or by phone at (412) 269-1663 Ext. 103

Overview and Structure of the Survey

The Military Friendly® Brands survey uses a common assessment framework to organize the various indicators that are available to score products, services and companies on social performance. Note that when we refer to “military consumers” in this survey, unless otherwise indicated, we are including active military, veterans, members of the Reserves/National Guard, and military spouses.

Here is what the survey covers:

- *General Company Information*: Your institution’s location, services, products, etc. This includes information that your company would like us to communicate to prospective consumers in publications such as Military Spouse Magazine.
- *Policies & Governance* indicators characterize overall corporate governance, the policies and practices a company has adopted (including their applicability to its supply chain), a company's compliance record and involvement in controversies, and whether a company is engaged in any exemplary practices.
- *Transparency* indicators track whether the information needed to assess community investment and engagement is made available by a company.
- *Consumer* indicators include customer service and support policies, as well as information about marketing practices and consumer satisfaction.
- *Community* indicators track a company's community relationships, stakeholder engagement initiatives, and public policy positions.

Completing the Survey

Due to the breadth and depth of this survey, many institutions need to collect information from several different internal sources as part of the process. The following may help streamline the process for you: You may print the survey so that you can review it offline. You can exit the survey anytime and come back later; the survey will save the answers you have submitted. You can share your unique survey link with other stakeholders at your organization for their review. Once all the data have been compiled it typically takes several hours to enter into the survey system. Again, you can exit the survey and return later if you need to complete it in several sittings.

A Final Thought

Because the availability of product-level social data is limited and varies by product category, Military Friendly® Brands Consumer scores are primarily based on company-level data. The relative contribution of product- vs company-level data to Consumer scores varies by product category and consumer participation. In our initial benchmarking year, all participating organizations are required to submit company-level data. Alternatively, participating organizations within certain retail segments may also elect to engage in a limited consumer-response survey. The goal of our voluntary consumer response survey is to measure how passionate military consumers are about supportive practices and policies when it comes to purchase considerations; which military consumer segments are most supportive of military community or other socially responsible efforts; and which social issues/causes are attracting the most concern. The initial basis for the Military Friendly Brands benchmarking survey are national and international corporate social responsibility measures and programs. According to recent and widely published research such as the Nielsen Global Survey on Corporate Social Responsibility, consumers around the world are saying loud and clear that a brand’s social purpose is among the factors that influence purchase decisions. Currently missing from these efforts is visibility into a corporation’s support for the military and veteran community. We believe the Military Friendly Brands initiative will provide opportunities for measuring meaningful impact in our military communities, in addition to helping to grow share for brands. This survey offers an opportunity to share your institution’s efforts on behalf of the military community, whose efforts and sacrifices have done so much for our country. We thank you once again for completing this survey, and are ready to help if you have any questions along the way.

178. In 100 words or less, please describe why your institution's products and/or services are an excellent choice for military consumers and veteran consumers.

179. Provide links to your organization's main website, key company information, and specific veteran or military-consumer related pages

Enter a complete URL for each

Main website URL:

Military Discounts URL:

Product Availability Locations URL:

Veterans-specific page URL:

Military Consumer Policies URL:

180. Provide links to your organization's social media accounts related to your brands.

Enter a complete URL for each

Facebook URL:

Twitter URL:

Linkedin URL:

Google+ URL:

181. Would you be willing to participate in a consumer-based brand-perception survey among members of the military community? *

In the initial version of the consumer survey, input will be solicited from members of the military community regarding their likelihood of referring your organization brands and products to other members of the military community.

- Yes
- No
- Not Applicable

182. Please select the primary (most relevant) product or service category. *

- | | | |
|---|--|--|
| <input type="radio"/> Home & Garden | <input type="radio"/> Sports & Recreation | <input type="radio"/> Online Services |
| <input type="radio"/> Retail Discount & Wholesale | <input type="radio"/> Automotive & Industrial | <input type="radio"/> Communications |
| <input type="radio"/> Furnishings & Home Supplies | <input type="radio"/> Hospitality & Travel | <input type="radio"/> Charitable & Service Organizations |
| <input type="radio"/> Health, Body & Nutrition | <input type="radio"/> Insurance | <input type="radio"/> Restaurants & Cafes |
| <input type="radio"/> Toys & Kids | <input type="radio"/> Financial Services & Banking | <input type="radio"/> Pets |
| <input type="radio"/> Office & Electronics | <input type="radio"/> Entertainment & Events | <input type="radio"/> Crafts & Hobbies |
| <input type="radio"/> Department Store | <input type="radio"/> Food & Grocery | <input type="radio"/> Real Estate & Property |
| <input type="radio"/> Beauty, Apparel & Fashion | <input type="radio"/> Computers & Technology | <input type="radio"/> Not applicable |

183. If your organization represents multiple consumer-facing brands, please list the brands you would like to be included in the consumer survey.

Please separate each brand name with a comma. If your Brands fall in different categories, please first list the Brand name followed by a comma and a category from the above list. Separate each of those pairs by a semicolon (i.e. "brand 1, category 1;brand 2,category 2;brand 3,category 3").

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Policies & Governance

This section captures indicators that characterize overall corporate governance and the policies and practices your company has adopted regarding military consumer support and whether your organization is engaged in any exemplary practices.

184. Does your organization have an explicit commitment to serving the military and/or veteran community? *

- Yes
- No
- In Progress

185. Is this commitment incorporated into the organization's mission, vision, and values? *

- Yes
- No
- In Progress

186. Please provide a link to the above policy or statement of commitment. *

187. Does your organization have a formal policy in place regarding business conduct and compliance when serving military / veteran consumers and clients? *

- Yes
- No
- In Progress

188. Does your organization publish an ANNUAL REVIEW of activities, investments and results related to corporate-wide initiatives in support of military and veteran consumer protections? *

- Yes
- No
- In Progress

189. Does your organization conduct an AUDIT at least annually of activities, investments and results related to corporate-wide initiatives in support of military and veteran consumers protections? *

- Yes
- No
- In Progress

190. Check each of the following initiatives for which you have a formal policy in place specifically addressing the needs and interests of military and veteran consumers.

- Fees & Discount Policies
- Payment & Service Terms
- Military Deployment Exceptions
- Advocacy Initiatives
- Customer Complaint & Grievance
- Customer Satisfaction
- Other, please specify

*

191. Does your organization conduct an AUDIT at least annually of activities, investments and results related to corporate-wide initiatives in support of members of the armed services, veterans and their families? *

- Yes
- No
- In Progress

192. Check all of the following awards for which your organization has been recognized for service to the military / veteran community.

- Department of Defense Freedom Award
- ESGR Patriot Award
- ESGR Seven Seals Award
- ESGR Above & Beyond Award
- Military Saves Award
- American Legion National Employer of the Year
- Veterans of Foreign Wars Employer of the Year
- USO Distinguished Service Award
- MOAA Distinguished Service Award
- ESGR Pro-Patria Award
- Other, please specify

*

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Transparency

This page captures information needed to assess military and veteran community and consumer investment and engagement, and whether that information is made publicly available.

193. Do you provide ready access to concise, easy-to-understand documents that lay out key terms, conditions, and fees for your products and services? *

- Yes
- No
- N/A

194. Enter the URL for those terms and conditions

195. What is the average Flesch Readability Index score of your terms, conditions and policies statements supplied to military consumers?

In the Flesch reading-ease test, higher scores indicate material that is easier to read; lower numbers mark passages that are more difficult to read. The formula for the Flesch reading-ease score (FRES) can be found [here](#). Click [here](#) to search for an online tool to calculate a score.

196. Do you currently have any open, outstanding, or unresolved civil or criminal cases or complaints filed by a member of the military community regarding product safety? *

- Yes
- No
- N/A

197. Has a case, complaint, or proceeding been filed by a member of the military community with the Federal Trade Commission (FTC) against your organization within the last 12 months? *

- Yes
- No
- N/A

198. Do you currently have an open or outstanding FTC cases or proceedings filed against your organization by a member of the military community? *

- Yes
- No
- N/A

199. Has a complaint been filed against your organization by a member of the military community with the Consumer Financial Protection Bureau (CFPB) within the last 12 months? *

- Yes
- No
- N/A

200. What is your current rating (numerical) with the Better Business Bureau?

Use your numerical score 0-100 rather than your letter grade.

201. Which of the following components of corporate transparency do you make publicly available at least annually?

Check all that apply

- Financial Performance Statements
- Governance (Major Shareholders, Management, Directors)
- Accounting Principles & Methods
- Timeliness & Schedule of Disclosures
- Results of Charitable Investments
- Consumer Satisfaction Results
- Employee Satisfaction Results
- Capital Expenditures
- Subsidiaries & Other Business Relationships
- Research & Development
- Audit Results (financial)

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Consumer

This section captures information related to customer service and support policies, as well as information about marketing practices and consumer satisfaction.

202. Does your organization honor the provisions of the Servicemembers Civil Relief Act (SCRA) for all relevant services and products? *

- Yes
- No
- N/A

203. Does your organization provide assistance above and beyond the SCRA provisions in any of the following areas?

Check all that apply

- Interest Rates
- Credit & Loan Determinations
- Judicial relief (including collections and liens)
- Property Lease Terms (including automobile)
- Rent and Eviction terms
- Insurance coverage
- Extension of relief to military spouses
- Extension of relief to military dependents
- Mortgage Terms
- Installment contracts
- Extension of benefits beyond Title 10
- Other, please specify

*

204. Does your organization follow FTC product endorsement guidelines regarding the use of military or veteran endorsements in advertising? *

- Yes
- No
- N/A

205. Does your organization comply with all CPSC regulations for all applicable products? *

- Yes
- No
- N/A

206. Do you provide a dedicated support line for military and veteran consumers? *

- Yes
- No
- N/A

207. Which of the following consumer supports and benefits do you provide to military consumers?

For each selection, identify the group or groups for which the selected supports or benefits apply.

	Active Duty	Veterans	Guard & Reserve	Wounded & Injured	Military Spouses	Military Dependents
Reduced Product or Service Fees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard Service or Product Discounts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No-Cost Products or Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waived Fees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deferred payments or terms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deployment support services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial advisement assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Issue advocacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Military Rewards Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
In-Store signage for military patrons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-product signage for military consumers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

208. At what frequency are the above benefits made available? *

- Always available to all military consumers
- Always available to eligible military consumer groups
- Only available during specific periods during the year
- Only available during specific marketing events or promotions

209. Which of the following practices does your company have in place as a means of providing greater product and service transparency to military consumers?

Select all that apply and have been active for the past 12 months.

- Publication of clear information about product/service terms, conditions and warranties
- Publication of clear information regarding product or service exchange, refunds and/or warranties
- Publication of customer complaint processes and expected response processes and timelines
- Publication of current expected wait times for customer complaint or service resolution
- Clear instructions and means for consumers or to register complaints or request information
- Publication of a code of conduct for relevant suppliers or service partners
- Other, please specify

*

210. Does your store front provide specific messaging / signage for military / veteran patrons? *

- Yes
- No
- N/A

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Military Community

This section collects information used to track a company's military and veteran community relationships, stakeholder engagement initiatives, and public policy positions.

211. Has your organization set measurable goals and objectives for supporting the military and veteran community? *

- Yes
- No
- In Progress

212. For which of the following areas does your organization set and track goals.

Check all that apply

- | | |
|--|--|
| <input type="checkbox"/> Employment & Transition | <input type="checkbox"/> Bereavement |
| <input type="checkbox"/> Education & Training | <input type="checkbox"/> Travel Assistance |
| <input type="checkbox"/> Financial Security | <input type="checkbox"/> Technology |
| <input type="checkbox"/> Small Business & Entrepreneurship | <input type="checkbox"/> Public Awareness |
| <input type="checkbox"/> Housing | <input type="checkbox"/> Research |
| <input type="checkbox"/> Health & Wellness | <input type="checkbox"/> Career Transition |
| <input type="checkbox"/> Rehabilitation | <input type="checkbox"/> Mentoring |
| <input type="checkbox"/> Family & Child | |

causes)

214. In which ways does your organization provide public advocacy for veteran issues?

For each type of advocacy program, please select each of the specific segments of the military community that benefit from these programs.

	Active Duty	National Guard	Reserve Component	Military Retirees	Veterans	Wounded & Injured	Military Spouse	Military Children	Military Families	Veteran Entrepreneurs
Federal Legislation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
State Legislation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Veteran Service Organization Positions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recognition & Observance of National Military / Veteran Holidays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Partnerships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Research Partnerships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Service Announcements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Public Advertorials / Notices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visual Displays in the workplace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Event Support / Presence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Funeral & Memorial Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

215. For how many years has your organization provided tangible assistance to members of the military and veteran community?

Enter in whole number of years.

216. Please provide information regarding ongoing military family and community supports

Enter your top five. This information may be used for public display, please do not enter any information you do not wish to be made publicly available.

	Program Name	Eligibility	URL	Summary
Program 1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Program 2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Program 3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Program 4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Program 5	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

217. Please provide information regarding product and service discounts, incentives and services available exclusively to members of the military and veteran community.

Enter your top five. This information may be used for public display, please do not enter any information you do not wish to be made publicly available.

	Incentive / Discount Name	Eligibility	URL	Summary
Incentive 1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Incentive 2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Incentive 3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Incentive 4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Incentive 5	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Contact Information

How we can reach you and others at your organization who are responsible for military-related programs.

218. Does your company have a Director of Military Programs or similar Single Point of Accountability for sourcing military talent, including veterans, service members and spouses? *

- Yes
- No

219. Please provide the contact information for the Director of Military Programs

Full Name *

Title

Street Address

Apt/Suite/Office

City

State

Zip

Email Address *

Phone Number *

220. Over which operational areas does this person have input?

Please select main area(s) covered.

- Talent Acquisition and Management/Retention
- Supplier Diversity
- Corporate Philanthropy
- Product/Service Department
- Consumer Services
- Other, please specify

*

221. Please provide the most appropriate supplier diversity point of contact within your company for veteran owned businesses

Full Name *

Title

Street Address

Apt/Suite/Office

City

State

Zip

Email Address *

Phone Number *

222. Please provide the most appropriate point of contact within your company for marketing / public relations in the event that your organization is selected for an award

Full Name *

Title

Street Address

Apt/Suite/Office

City

State

Zip

Email Address *

Phone Number *

223. Please provide the contact information for your central point of contact for military consumer products and services.

Full Name *

Title

Street Address

Apt/Suite/Office

City

State

Zip

Email Address *

Phone Number *

224. Please provide the contact information for your central point of contact for military community initiatives and investments.

Full Name *

Title

Street Address

Apt/Suite/Office

City

State

Zip

Email Address *

Phone Number *

225. Please provide 4 current employees (ideally 2 enlisted and 2 officers) who we can interview regarding their satisfaction with your company's military programs.

We use this information for editorial purposes, such as featuring veteran success stories in our publications.

	Full Name	Position	Email	Phone
Officer 1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Officer 2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Enlisted 1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Enlisted 2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Confirmation

226. By filling out the following information, I confirm that all answers on this survey are correct to the best of my knowledge.

The survey results are independently tested by Ernst and Young LLP, and as such you may receive communication from them confirming that you did fill in the survey and that the answers they have match the answers that you submitted.

All fields are required.

Full Name *

Title *

Email Address *

Phone Number *

Thank You!

... that's step one. You're so close to finding out your Military Friendly® status, but first we need to score your survey, factoring in publicly available information from federal databases.

Learn more about the survey process:

- [Military Friendly® Employer](#)
- [Military Spouse Friendly® Employer](#)
- [Military Friendly® Brand](#)
- [Military Friendly® Supplier Diversity](#)

And look for MFE results on August 6, 2018!