

Military/Veteran Resource Network Application - Employers

Organization Name	American Express
Address	Street Address: 20022 N. 31st Ave. City: Phoenix State / Province: Arizona Postal / Zip Code: 85027 Country: United States
Phone	(623) 4927666
Website	https://www.americanexpress.com/
What sector is your organization part of?	Community (private sector - business, not-for-profit, etc.)
Brief background of organization (mission, year established, etc.):	<p>AT AMERICAN EXPRESS, WE:</p> <p>are the world's largest card issuer by purchase volume</p> <p>process millions of transactions daily as the premium network for high-spending cardmembers</p> <p>help small business owners succeed by delivering purchasing power, flexibility and financial control</p> <p>provide commercial payment tools and expertise that help companies control their spending and save billions of dollars</p> <p>offer marketing and information management insights that help merchants build their businesses</p> <p>are customer loyalty experts with industry-leading rewards programs and platforms</p> <p>operate the world's largest travel network serving consumers and businesses</p> <p>are recognized as the most innovative company in our industries</p> <p>are dedicated to serving our customers, 24/7, around the world</p>
Description of industry	Each day, American Express makes it easier, safer and more rewarding for consumers and businesses to purchase the things they need and for merchants to sell their goods and services. An engine of commerce, American Express provides innovative payment, travel and expense management solutions for individuals and businesses of all sizes. Most of all, we help our customers realize their dreams and aspirations through industry-leading benefits, access to unique experiences, business-building insights, and global customer care. We enable our customers to do more and achieve more.
Please list any organizational memberships (e.g. chamber of commerce, alliances, associations, etc.):	American Express has organizational memberships, alliances and associations throughout the country.
Number of employees	Large business - 500+ employees
In what area of the state do you operate?	Statewide (including multi-state/national)
Types of employment opportunities available:	American Express has employment opportunities available in Customer Service, Collections, Fraud, IT, Technical, Management and Virtual.

To be designated as an Arizona Veteran Supportive Employer, organizations must have paid employment opportunities. This designation does not apply to multi-level marketing, direct sales, franchises and/or other opportunities that require payment by the job seeker.

Our organization has paid employment opportunities.

Our organization understands and agrees to the following Guiding Principles:

1. Military service often fosters resilience and strength in service members, veterans and family members.
2. Military service impacts the individual and the family. A “military family” can include a service member or veteran, their spouse/significant other and children, as well as parents, siblings, extended family and friends.
3. The military is a distinct culture. While service members, veterans and their families experience the same life circumstances and events as civilians, both positive and negative, they also have a unique set of life experiences relating to service, deployment and reintegration that are distinct from civilian life.
4. As a community, we are committed to providing the best care and support to all those who serve. Since changes in military status affect eligibility for programs, resources and benefits, we seek to build a continuum of care that addresses the needs of the entire military, veteran and family population.
5. No one organization can meet all needs for the entire military and veteran population. Stronger collaboration between military, government and community partners supports service members, veterans and their families in connecting to the right program, resource and/or benefit at the right time. Organizations should also focus on collaboration to maximize available resources and minimize duplication of effort.
6. There should be no wrong door to which a service member, veteran or family member goes to for help. Each individual and organization should have at least the basic knowledge on the military/veteran systems of care to assist in connecting that individual or family to a more appropriate resource so that no one is turned away.
7. As a network of individuals and organizations who provide care and support to the military and veteran population, our goal is to assist service members, veterans and family members in being informed consumers who are empowered to make decisions to access those programs, resources & benefits that will meet their needs.
8. Every service member, veteran and family member has an individual experience and perspective which should be acknowledged and incorporated into the provision of care and support.

Our organization understands and agrees to the following Ethical Considerations:

1. The interest of the service member, veteran and family member should come first, above the interest of the provider or organization, financial or otherwise.
2. Any potential conflicts of interest should be disclosed up front.
3. Respect the service member, veteran and/or family member by providing accurate information that will assist them in making informed decisions about the care and support they access.
4. Organizations should only offer programs, services and resources that they are equipped or trained to deliver. Outreach and engagement of the military and veteran population should be within the scope of the role and function of the individual (training & experience) and the organization (policies, practices, procedures).
5. Organizations that outreach to the military/veteran population have an obligation to equip their personnel and organizations with the training necessary to understand: a) the unique aspects of the military experience b) the issues affecting these individuals and their families and c) the specific military/government programs and benefits available to this population. Organizations should consult with subject matter experts when necessary.
6. Outreach and messaging to the military and veteran population should be truthful, not misleading nor designed to incite fear, should always accurately and appropriately cite sources and present information in context.
7. Organizations should be cautious about promising outcomes. Information should clearly state if a program or service is evidence-based or independently documented to be effective. Statements about the effectiveness of programs or services should include information on success rates and the documented source of this information.
8. Coordination of care and follow up is essential when service members, veterans and family members are accessing multiple systems of care. Partners need to be actively engaging with other providers and systems as appropriate, while still respecting the confidentiality of the individual or family.

Key personnel (leadership, management, human resources, recruiters, etc.) have basic knowledge and/or training related to:

The military, veteran and family population and unique aspects of military/veteran culture.
The effects of military service, deployment, reintegration and transition on service members, veterans and their families.

Please describe the knowledge and/or training of key personnel in these areas?

The Arizona Coalition for Military conducting Military/Culture and portions of Arizona Veteran Supportive Employer training during the annual HR training meeting.

Identify employees with a military background or affiliation. Form a committee or advisory group of service members, veterans, family members and other interested personnel to provide input on how to strengthen the organization's hiring and retention of military-affiliated employees.

American Express conducts surveys to all employees to self identify as a service member or veteran. American Express has the Veterans Employee Network Group with approximately 109 members. American Express also has a Virtual Vet Group for those who work remotely, and in Phoenix the group involved is one of the largest.

Employees and leadership participate in training and events to increase connection to military/veteran community (e.g. ESGR "Boss lifts", training, etc.).

American Express has been involved in Job Fairs and is conducting a virtual veteran job fair as well.

Additional detail on how our organization CONNECTS to the culture relating to the above areas, as well as any other relevant information:	American Express is continuously looking for new ways to connect with the military/veteran population. American Express would love to work with Luke Air Force Base to hire military spouses.
Communications (print, web, etc.), content and messaging focused on the military and veteran population:	Uses appropriate terminology and imagery Describes the type and nature of positions available and how to apply. Clearly identifies if your organization has a veteran preference in hiring.
Approximate number of employees in organization:	6000
Number of individuals trained as Military/Veteran Resource Navigators within organization:	40
Titles/roles of individuals trained as Navigators:	American Express is interested in conducting an in-service training for the Veterans Employee Network
If employees are referred out to an external navigator, please describe how this is communicated to personnel:	American Express would like to have internal Military/Veteran Resource Navigators.
Post information for service members, veterans & families on intranet, in breakrooms, etc.	Yes
Additional detail on how our organization ASKS the right questions at the right time relating to the above areas, as well as any other relevant information::	American Express would like to continue to train its employees on military/veteran culture.
Our organization has designated one or more employees as the internal contact point(s) for military-affiliated employees.	Yes
Key staff in leadership, management, human resources, recruiting, etc. have training relevant to their specific roles around recruiting, hiring, managing and retaining military-affiliated employees. Please mark areas of training provided:	Best practices for effectively engaging their experience and talent in the workplace. Relevant laws. Hiring benefits and incentives. Military, government and community employment programs and systems.
Please describe training provided:	American Express has received Military/Veteran Culture Training and portions of the Arizona Veteran Supportive Employer Training from the Arizona Coalition for Military Families.

If your organization has tailored recruiting strategies and programs to the military, veteran and family population, please describe:

American Express is looking to tailor recruiting strategies for Service members, veterans and their families.

Additional detail on how our organization RESPONDS effectively relating to the above areas, as well as any other relevant information::

American Express gives a special bonus to Service members who come back to work after returning from a deployment.

We have one or more individuals designated as points of contact (POCs) for the Military/Veteran Resource Network and the military/veteran community:

Yes

Our organization partners as appropriate and needed with public and private sector organizations to coordinate hiring and retention efforts specific to service members, veterans and family members.

Yes

Training on the military, veteran and family population is incorporated into organizational training.

No

Our organizations participates in relevant events, trainings and initiatives in the military/veteran community (e.g. continuing education, employee volunteer programs, sponsorship, etc.).

Yes

Additional detail on how our organization ENGAGES relating to the above areas, as well as any other relevant information:

American Express is working with the Veteran Economic Community Initiative, the Arizona Department of Veterans' Services and the Arizona Coalition for Military Families.