


JPMORGAN CHASE & CO.

Ink

November 2016

Volume 13, No. 10



NEWS

The Real McCoy

By Christopher Duray

In 1996 the then-brand new McCoy Center in Columbus, Ohio, was surrounded by farms. Which meant that if the employees — most of whom were working in technology — looked up from their technical documents and computers, they could watch someone harvesting corn.



NEWS

Friedman: Simplification is key to growing the firm's global operations

By Pixie Javier-Gutierrez

For a business to be considered successful it needs to grow and evolve, and a key aspect of that growth involves nurturing global operations. But amid stricter regulations, what is the best way to grow internationally in all of the different regions where the firm does business?



NEWS

A new way big data can strengthen relationships

By Meaghan Gibson

Did you ever think that big data could help connect you to a business prospect or nurture an existing client relationship?



ON LOCATION

Bournemouth plays major role in firm's international expansion over 30 years

By Cameron Martin

When the Bournemouth Corporate Centre was built in 1986, it was one of the first major corporate campuses created outside a major financial hub. A brochure produced by the firm said, "It lets us create the most advanced facility possible — a purpose-built environment for today's technology and tomorrow's world."




FEATURES

On the Job with Katherine Relle

By Cameron Martin

As an associate portfolio manager in Asset Management's Private Equity Group, Katherine Relle says she is in a unique position. Private equity came of age in the 1980s, and Relle works alongside several professionals who've been working in the field since then.



YOU SHOULD KNOW

Exclusive ticket offer to see the Rockettes

Employees save up to 50 percent on tickets for select seats and performances at the 2016 Christmas Spectacular starring the Radio City Rockettes.



FEATURES


15 Minutes With Jim Sinocchi, Head of the Office of Disability Inclusion

The ultimate goal is to hire more people with disabilities. What I'm trying to do first is "lay pipe"— fix the environment so when a person with a disability takes a job, they can start working on Day 1 with the right equipment.

ASK INK

Q:


Some of our employees tend to sing or hum to themselves while in the flow of work. Obviously, this isn't done at disruptively high volumes but sometimes it can be faintly overheard by other employees. Are sounds like humming, singing, whistling, etc. at low volumes allowed or are they specifically prohibited for any reason?



FEATURES

In the face of disaster, a culture of heroism and care

When a crisis strikes, JPMorgan Chase wants to be there for its customers, its colleagues and the communities it serves.



IN PICTURES

Chase for Business captivates clients at conferences

Asking clients to spend an entire day away from their businesses requires confidence their investment of time will pay off.

Ink

277 Park Avenue, 14th Floor
Mail Code: NY1-L193, New York, 10172

Managing Editor

Kevin Sylvester

(212) 622-6882

Senior Editor

Cameron Martin

(212) 648-1021

Associate Editor

Christopher Duray

(212) 622-9886

If you have a story or photo idea, contact Kevin Sylvester by email or at (212) 622-6882.

For distribution questions please email Cameron Martin or call him at (212) 648-1021

To receive Ink electronically instead of paper, visit the "Manage my subscription" page on our website, which can be found by doing an intranet search for 'Ink.'

Mobile Version
Homepage


LIVE PROTOTYPE:
<https://invis.io/5A9EI9H2F>

Ink

JPMORGAN CHASE & CO.

News

November 2016 Volume 13, No. 10




NEWS

The Real McCoy

By Christopher Duray

In 1996 the then-brand new McCoy Center in Columbus, Ohio, was surrounded by farms. Which meant that if the employees — most of whom were working in technology — looked up from their technical documents and computers, they could watch someone harvesting corn.




NEWS

Friedman: Simplification is key to growing the firm's global operations

By Pixie Javier-Gutierrez

For a business to be considered successful it needs to grow and evolve, and a key aspect of that growth involves nurturing global operations. But amid stricter regulations, what is the best way to grow internationally in all of the different regions where the firm does business?




NEWS

A new way big data can strengthen relationships

By Meaghan Gibson

Did you ever think that big data could help connect you to a business prospect or nurture an existing client relationship?



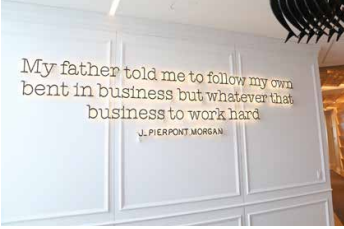
NEWS

Celebrating a ‘semiquincentennial’— 250 years of doing business in Texas

By Christopher Duray

The word to describe a 250-year anniversary is “semiquincentennial.”

That’s relevant because 2016 marks both Houston’s sesquicentennial — 150 year — and Dallas’ centennial — 100 year — anniversary of doing business in Texas. That makes for a combined 250 years since the firm’s predecessor banks were founded in those cities.



NEWS

Celebrating a ‘semiquincentennial’— 250 years of doing business in Texas

By Lisa Daniels

“Do something different.”

That’s what Chairman and CEO Jamie Dimon wants managers to do after they take the firm’s Leadership Edge training. That simple advice, given at a recent town hall, complements the mission of a program designed to foster great leaders at all levels across every line of business, function and region.

NEWS

Time flies as Chase and Southwest celebrate 20-years

The year was 1996 and people were doing the Macarena, tickling Elmo and starting to join Oprah’s book club.

NEWS

News in Brief

J.P. Morgan bankers dominate list of industry’s most influential leaders

Germany town hall expands understanding of the firm’s corporate responsibility work

JPMorgan Chase takes the gold award for promoting a healthy workforce

News Archive

> October 2016

> September 2016

> August 2016

> Load more

Ink

277 Park Avenue, 14th Floor
Mail Code: NY1-L193, New York, 10172

Managing Editor
Kevin Sylvester
(212) 622-6882

Senior Editor
Cameron Martin
(212) 648-1021

Associate Editor
Christopher Duray
(212) 622-9886

If you have a story or photo idea, contact Kevin Sylvester by email or at (212) 622-6882.

For distribution questions please email Cameron Martin or call him at (212) 648-1021

To receive Ink electronically instead of paper, visit the "Manage my subscription" page on our website, which can be found by doing an intranet search for 'Ink.'

Mobile Version:
News Landing page


LIVE PROTOTYPE:
<https://invis.io/5A9EI9H2F>

Ink

JPMORGAN CHASE & CO.

Features

November2016 Volume 13, No. 10




FEATURES

In the face of disaster, a culture of heroism and care

By Cameron Martin and Christopher Duray

When a crisis strikes, JPMorgan Chase wants to be there for its customers, its colleagues and the communities it serves.




FEATURES

On the Job with Katherine Relle

By Cameron Martin

As an associate portfolio manager in Asset Management's Private Equity Group, Katherine Relle says she is in a unique position. Private equity came of age in the 1980s, and Relle works alongside several professionals who've been working in the field since then.



FEATURES

15 Minutes With Jim Sinocchi, Head of the Office of Disability Inclusion

The ultimate goal is to hire more people with disabilities. What I'm trying to do first is "lay pipe"— fix the environment so when a person with a disability takes a job, they can start working on Day 1 with the right equipment.

Features Archive

> October 2016

> September 2016

> August 2016

> Load more

Ink

277 Park Avenue, 14th Floor
Mail Code: NY1-L193, New York, 10172

Managing Editor

Kevin Sylvester
(212) 622-6882

Senior Editor

Cameron Martin
(212) 648-1021

Associate Editor

Christopher Duray
(212) 622-9886

If you have a story or photo idea, contact Kevin Sylvester by email or at (212) 622-6882.

For distribution questions please email Cameron Martin or call him at (212) 648-1021


To receive Ink electronically instead of paper, visit the "Manage my subscription" page on our website, which can be found by doing an intranet search for 'Ink.'

Mobile Version:
Features Landing page

LIVE PROTOTYPE:
<https://invis.io/5A9EI9H2F>

Ink

JPMORGAN CHASE & CO.



FEATURES

In the face of disaster, a culture of heroism and care

By Cameron Martin and Christopher Duray

November 2016


When a crisis strikes, JPMorgan Chase wants to be there for its customers, its colleagues and the communities it serves.

The American Red Cross recently recognized the firm with its 2016 Corporate Leadership Award. Presented at the Red Cross' annual gala, the event also honored people like three Pulse Nightclub employees for their heroic actions during the worst mass shooting in U.S. history in Orlando, Fla. In accepting the award on the firm's behalf, Vice Chairman Steve Cutler thanked the three for their bravery and remarked how the tragedy struck close to home for the firm. Their actions, and employees' actions during and after other disasters and crises, demonstrate the firm's commitment to the communities it serves.

Protecting employees' safety in Orlando

When 49 people were killed in the Orlando nightclub shooting, Tampa-based security specialist Steve Lutes needed to contact area employees to see if they were safe. Working with the Global Command Center in New York City, Lutes learned how many employees work or live in the area, and together, they were able to quickly contact or account for most of them.

For the remaining employees, Lutes went to their homes and knocked on the door. Some of the people had been on vacation or were home sick. Everyone was soon accounted for — except one. Christopher Sanfeliz, a personal banker who worked at a Chase branch in Tampa, was among the shooting victims.



Click to view slide show

"One of his co-workers knew he frequented that club," Lutes said. "They suspected something was wrong when he didn't report to work on Monday morning."

Lutes, a former federal agent, joined the firm five years ago. He said he was immediately impressed by its commitment to employee safety.


He oversees five corporate sites in

western and central Florida and more than 100 branches. At each location, he maintains the security cameras, alarms and card readers. He also helps design security measures for new branches, works with vendors to acquire new equipment, investigates allegations of workplace violence and provides security training for employees.

A Chase branch is located just a few blocks from the Pulse nightclub. After the shooting, the streets around the branch were closed and the area was cordoned off by police. There was a slew of media trucks and helicopters. Employees wondered how or if they were going to be able to open the branch for customers.

Working with local law enforcement, Lutes was able to quickly get the branch opened. It wasn't business as usual, though.

"The shooting really rattled the whole community," Lutes said. "It had a big impact. I talked to a lot of employees, and almost universally they said the same thing: 'I never thought something like this would happen here.' "



Steve Lutes

Lutes, his manager and many of Sanfeliz's former colleagues attended a candlelight vigil for him at his high school following the shooting.

"The stories told about him were very touching," Lutes said. "He was a young guy, but it was apparent that he had a lasting effect on a lot of people in the short time, unfortunately, that he was here with us."

Just as the firm trains employees like Lutes to respond in the event of an emergency or natural disaster, numerous colleagues take it upon themselves to do what they can in times of crisis.

< Back

Next Page >

RELATED TAGS

#Orlando #Baton Rouge

MORE FEATURES FROM THIS ISSUE

On the job with Katherine Relle

15 minutes with Jim Sinocchi, Head of the Office of Disability Inclusion

Ink

277 Park Avenue, 14th Floor
Mail Code: NY1-L193, New York, 10172

Managing Editor

Kevin Sylvester
(212) 622-6882

Senior Editor

Cameron Martin
(212) 648-1021

Associate Editor

Christopher Duray
(212) 622-9886

If you have a story or photo idea, contact Kevin Sylvester by email or at (212) 622-6882.

For distribution questions please email Cameron Martin or call him at (212) 648-1021

To receive Ink electronically instead of paper, visit the "Manage my subscription" page on our website, which can be found by doing an intranet search for 'Ink.'

Mobile Version:
Features Story page

LIVE PROTOTYPE:
<https://invis.io/5A9EI9H2F>

Ink

JPMORGAN CHASE & CO.



FEATURES

15 Minutes With Jim Sinocchi,
Head of the Office of Disability
Inclusion

November 2016

Hometown:

I was born in the South Bronx.

Family:

Wife, Maggie; daughter, Danielle; son, James; two granddaughters, Julia and Natalie.

First job:

I was a lifeguard at St. Mary's Park in the Bronx.

Hobbies:

I'm a writer and a big comic book fan — I have Daredevil comic books from #1 through #110.

Favorite book:

I'm a big fan of short stories by Edgar Allen Poe and O. Henry, especially "The Gift of the Magi."

Your role is brand new at the firm.
What are your plans?

The ultimate goal is to hire more people with disabilities. What I'm trying to do first is "lay pipe"— fix the environment so when a person with a disability takes a job, they can start working on Day 1 with the right equipment. We're working on a global portal so employees can order accommodations they need to do their jobs — and receive them faster. I'm also sharing ideas with Carlo Frapolli and his team on developing leadership training for people with disabilities and for managers. We may not be able to solve every problem, but we can do better than most companies and we can make lives better for our employees.

What advice do you have for people with disabilities at the firm?

When I talk to the disability community, I tell my colleagues: "Own your disability." Don't wait for a manager to ask if you want a promotion. If you want that job, ask for it. Let them know you're interested. I also have advice for able-bodied employees: Be aware. When I worked at IBM, I was communications lead for Diversity and handled their media relations. An employee came to me to get more coverage for their group, and the meeting wasn't going well. So I said, "You seem uncomfortable — you can't catch what I've got." And then I told them how I broke my neck body surfing in Puerto Rico basically because I was a lousy surfer. I said, "That's that — so if you want to get the job done, let's talk person to person." I owned it, and to their credit, they became aware and got the point.

What are some of the barriers people with disabilities face?

People don't realize the exponential costs people with disabilities incur. For example, my wheelchair costs more than \$20,000 and a van to accommodate my power chair costs anywhere from \$70,000 to \$100,000. Even if you come in at a salary that's reasonable, you still have costs that are unreasonable. We have to find a way to balance that. So when a person with a disability — say someone like me who's in a wheelchair — shows up at your door for a job interview totally prepared at 8 a.m., who do you think

you should hire? You've already pre-qualified them by their resume; think of what they've gone through to get there. They had aides or family members get them ready, they figured out their transportation and they got there. These types of barriers aren't so obvious to a lot of people.

How will you know when your office is making a difference?

When I was at IBM, I used the "three A's" as a signpost: attitude, accessibility and accommodations. But for JPMorgan Chase I added a fourth one: assimilation. That means having the ability to assimilate into a culture where you're expected, based on your skills, to have the opportunity to move ahead — up to the C-suite. My vision is to have a person with a disability coming up to me and saying, "I have 50 people working for me who are able-bodied." That's when we'll know we've arrived. You have a respected person who happens to be different fitting into a company and delivering value.

Lastly, are there any words you live by?
You know this huge fad of superheroes?

Most people don't realize they're idolizing people with disabilities. Daredevil was blind. Spiderman was bitten by an insect and got his superpowers. And radiation turned Bruce Banner into the Hulk. I just find that fascinating. We're surrounded in our culture by superheroes who happen to have a disability. I certainly don't consider myself a superhero, but I know I shouldn't have the ability to do half the things I'm doing because of my spinal cord injury!

RELATED TAGS

#Disability #Inlcusion

MORE FEATURES FROM THIS ISSUE

In the face of disaster, a culture of heroism and care

On the job with Katherine Relle

< Back

Ink

277 Park Avenue, 14th Floor
Mail Code: NY1-L193, New York, 10172

Managing Editor

Kevin Sylvester
(212) 622-6882

Senior Editor

Cameron Martin
(212) 648-1021

Associate Editor

Christopher Duray
(212) 622-9886


If you have a story or photo idea, contact Kevin Sylvester by email or at (212) 622-6882.

For distribution questions please email Cameron Martin or call him at (212) 648-1021



To receive Ink electronically instead of paper, visit the "Manage my subscription" page on our website, which can be found by doing an intranet search for "Ink."

Mobile Version:
On the Job linked from More Features
Story links on the Features Story
page

LIVE PROTOTYPE:
<https://invis.io/5A9EI9H2F>



JPMORGAN CHASE & CO.



FEATURES

On the Job with Katherine Relle

By Cameron Martin

November 2016

As an associate portfolio manager in Asset Management's Private Equity Group, Katherine Relle says she is in a unique position. Private equity came of age in the 1980s, and Relle works alongside several professionals who've been working in the field since then. "You can't really study private equity in school," Relle said. "Learning alongside people who know it front to back is an experience you can't get anywhere else."

As opposed to capital that is traded on a public exchange, private equity is composed of funds and investors that directly invest in private companies or engage in buyouts of public companies, resulting in the delisting of public equity.

"Our investment products focus on corporate finance and venture capital, for example, as well as China private equity, healthcare and technology," Relle said. This includes the Digital Growth Fund, which holds investments in companies such as Twitter and Facebook.

"It's great to look out the window and see advertisements for companies I support," she said. "It's very tangible, seeing companies grow. That's the most interesting part of private equity."

Within her group, Relle serves as the regulatory point person, advising on what's permissible in the rapidly evolving landscape in the aftermath of the adoption of the Dodd-Frank regulations, which serve to reform Wall Street and protect consumers. The firm also needs to be in compliance with the Foreign Account Tax Compliance Act (FATCA), which requires U.S. companies and individuals to file yearly reports on their non-U.S. financial accounts with the Financial Crimes Enforcement Network (FINCEN).



Working with colleagues who have been in private equity for a long time provides Relle with invaluable knowledge and connections, but helping them to understand the new terrain in the wake of Dodd-Frank has its challenges.

"Because people have been doing the same thing, the same way for so long, trying to institute new rules and new ways of doing things is something you have to work through," she said. The challenge has its rewards, too, she said.

"Seeing people work all these new things into their business as usual, being receptive to the change, that's great because you feel confident the company can comply with the new rules and regulations."

Relle, a graduate of Georgetown University and the London School of Economics, is currently working on a master's degree in business administration at Columbia University. She also serves as co-chair of NextGen, the business resource group that helps early career professionals to develop skills and to network with people across the firm.

"I didn't enter the bank through an analyst training program, so NextGen was a forum to gain and practice new skills in a group amongst your peers," she said. "Things like public speaking, presentations, meeting with high-level executives. We also run training programs to teach people how to use things like a Bloomberg Terminal." The firm, in turn, taps NextGen and other BRGs for their unique insights. "They run focus groups with us for new Chase products that are coming out," Relle said. "It's helpful because then they get a viewpoint of the next generation at the firm."



RELATED TAGS

#privateEquity #DoddFrank

MORE FEATURES FROM THIS ISSUE

In the face of disaster, a culture of heroism and care

15 minutes with Jim Sinocchi, Head of the Office of Disability Inclusion

Back

Ink

277 Park Avenue, 14th Floor
Mail Code: NY1-L193, New York, 10172

Managing Editor

Kevin Sylvester
(212) 622-6882

Senior Editor

Cameron Martin
(212) 648-1021

Associate Editor

Christopher Duray
(212) 622-9886

If you have a story or photo idea, contact Kevin Sylvester by email or at (212) 622-6882.

For distribution questions please email Cameron Martin or call him at (212) 648-1021

To receive Ink electronically instead of paper, visit the "Manage my subscription" page on our website, which can be found by doing an intranet search for 'Ink.'

Mobile Version:
On the Job linked from More Features
Story links on the Features Story
page

LIVE PROTOTYPE:
<https://invis.io/5A9EI9H2F>

For the remaining employees, Lutes went to their homes and knocked on the door. Some said that



"The shooting really rattled the whole community," Lutes said. "It had a big impact. I talked to a lot of employees, and almost universally they said the same thing: 'I never thought something like this would happen here.'"



Lutes, his manager and many of Sanfeliz's former colleagues attended a candlelight vigil for him at his high

LIVE PROTOTYPE:
<https://invis.io/5A9EI9H2F>