

Diversity, Equity + Inclusion Best Practices Case Study

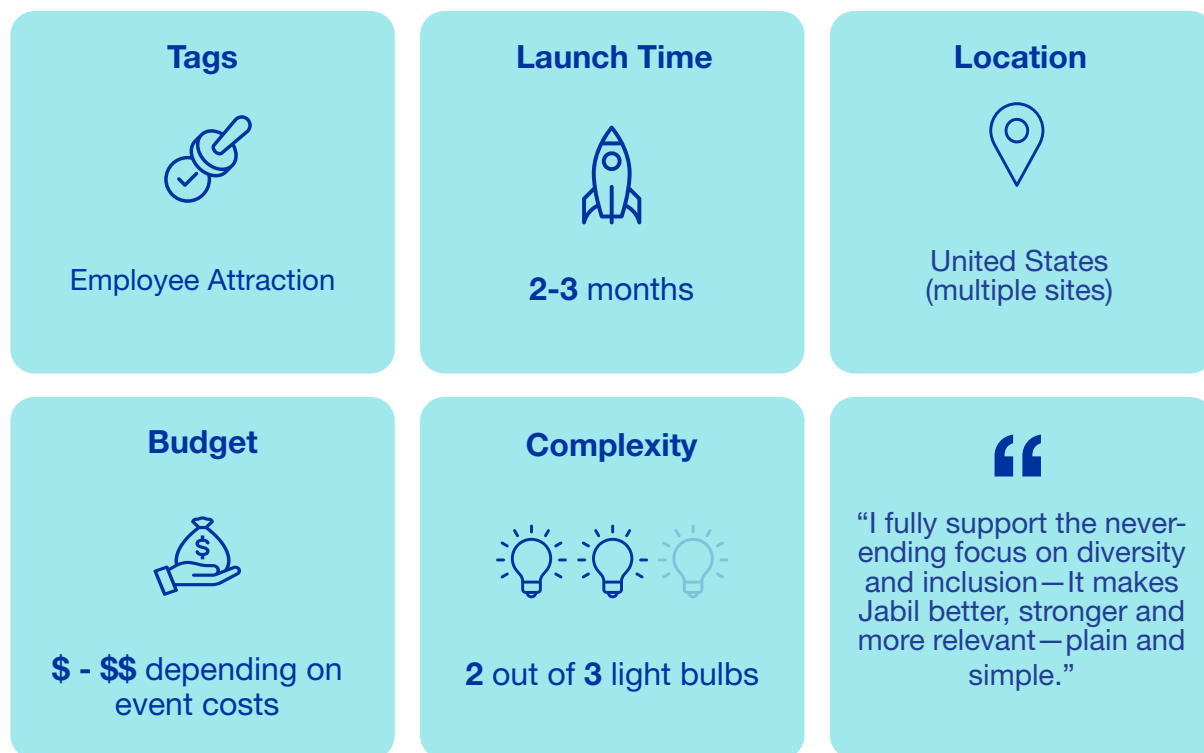
Jabil:
Jabil Joules Program



About Jabil

Jabil is a global manufacturing services company, employing 200,000 and posting a net revenue of \$22-billion last fiscal year. With more than 100 sites across 26 countries, Jabil has a natural diversity with its processes and people. Jabil Joules was created in 2013 as an opportunity to give Jabil's female employees an avenue for encouraging future generations how to be successful in the manufacturing industry, but it has since grown to support larger diversity efforts across the organization. The program currently includes small local programs, community outreach, large regional events, and a blog where leaders share their insights on diversity and female employees can showcase their achievement within or outside of Jabil.

Everyone at Jabil is a Joule [joule or /jool/ = a unit of energy], and the Jabil Joules program helps to uncover and showcase the diversity among all employees, including diversity of experience, thoughts, culture, gender and more. Jabil Joules serves as a catalyst for positive change by opening dialogues around gender equality, demonstrating the importance of inclusivity, and providing resources for employees to develop their careers and succeed.



Program Impact

The Joules program has positively impacted the company in three important areas: education, mentoring and connecting. For education, the Joules blog has provided a resource for employees to learn from one another, showcase their achievements, understand how diversity is shaping the company, and discover events held across Jabil sites. The Joules blog mixes personal stories of women and men across the company showcasing diversity and the impact of the Joules program across the company, relevant news from Joules events, articles authored by Jabil leaders and external news connected to the Joules' mission of educating, mentoring and connecting.

“This program is built on the passion of our employees who are champions of diversity in the workplace. we’re working together to show how diversity of culture, education, gender and thought can benefit Jabil and the greater manufacturing industry.”

– Beth Walters, Senior Vice President and Founder of Jabil Joules

Secondly, Jabil Joules are positively impacting gender parity in their communities by mentoring and helping young women learn about STEM and manufacturing. With about 40 local chapters in more than 20 countries, Joules Champions organize events to help peers and community members, including efforts such as 18+ years of tutoring that Jabil Belo Horizonte has offered girls in middle and high school; organizing health-related activities like HerHealth or breast cancer awareness initiatives; and participating in Manufacturing Day and International Girls in Information and Communication Technologies Day.

The third way this program has changed the company for the better is through connecting employees across borders with shared values of diversity, inclusion and respect. One example is the Regional Power Forums, which began in 2018, and are organized to expand the thinking of Jabil’s global workforce around the benefits and power of diverse teams. These development experiences empower employees and share Jabil’s differentiated brand with customers, suppliers and potential employees. The forums provide Jabil’s regional workforces the opportunity to network, learn from one another and share insights on professional and personal development. In the last year, there have been eight forums, across China, Mexico, the United States and Europe, bringing together more than 2,000 employees to learn from external presenters, local and regional internal leadership and peers.

Over the last two years alone, the Joules program participation rates, defined by sites that are contributing to the blog, attending an event, or being a part of the Manufacturing Institute’s STEP Ahead Awards process, have steadily progressed. In fact, between 2017 and 2018, Joules participation increased by 41%, and increased a further 17% in the first six months of 2019. Due to having so many autonomous sites across a multinational corporation, the Joules program focuses on participation rates as its metric of success, as various efforts in different programs have contributed to the attraction, retention and promotion of women across Jabil. One example is their Joules program in Guadalajara, where Jabil Joules resulted in an increase the number of female applicants to the company from 19% to 26% in six months. The number of sites that are proactively participating in the program has also increased over the last few years, with more than 60% of Jabil’s sites organizing activities, attending events and/or contributing to the blog content, compared to none just five years ago.

Steps for Implementation/Best Practices

- 1. Establish a Joules Champion at the site—Joules Champions should be a volunteer who is passionate about the Joules model and mission; it is helpful to have Joules from a variety of job functions.**
- 2. Joules Champions/local HR managers should use company/site-branded materials (such as PowerPoint templates, poster samples, logos, etc) to create the branding of the program**
 - The Champion can work with the company’s internal or external design team on branding and colors to make it inclusive (and open for men based on company preference) in a committee.
 - Jabil sought to keep the design simple and easily transferrable because of the program’s international focus, and sample design files templates can be found [here](#).

3. The Joules Champion helps to plan a launch event, ideally working in tandem with Corporate or other Joules sites.

- Joules Champions are encouraged to start small and focus internally when building out their program site
 - This fosters motivation and inspiration within the site/among employees, and reduces costs.
 - Externally focused events include factors such as finding speakers, external contracts, etc.
- Launch events are typically smaller and locally focused. An example of a launch event can be a one-hour internal event, such as a lunch and learn, coffee hour, or presentation by an executive or leader at the site.
- The topic or theme of the launch event should apply to the site and should involve a networking component.

4. After buy-in at the initial launch event, the site holds a larger kickoff event

- A kickoff event be a networking event, panel session, keynote speaker, fundraiser, charitable work or something completely unique to the site.

