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The Mission at JAMS

BY KIMBERLY TAYLOR

JAMS' president provides her perspective on company culture, diversity and the company's commitment to customer service.

For more than 40 years, JAMS' mission has been to provide the highest-quality dispute resolution services to our clients and to our local, national and global communities. As we focus every day on delivering exceptional service, we also strive to maintain and nurture a strong, collaborative, diverse and purpose-focused culture.

This emphasis and investment in a strong company culture is embedded throughout our organization as we live out our shared values of neutrality, integrity, collegiality, collaboration, innovation, altruism and diversity. Our *people*—our associates and neutrals—are essential to what we do, and a key element of JAMS' ongoing strategic plan is to invest in our people. We do that by promoting and supporting ongoing professional development, supporting individual wellness, offering hybrid and remote work opportunities, nurturing collaboration and teamwork, and embracing diversity, equity and inclusion.

JAMS is proud that almost half of our associates are diverse and 25% of our executive and senior management team are diverse. We are also

committed to building and sustaining an inclusive company culture, where everyone feels they belong. Among the ways we nurture that is through employee resource groups that meet regularly to provide personal and professional support to one another.

As a global leader in alternative dispute resolution (ADR), we also embrace our role in increasing diversity in the ADR industry. We proudly support the Equal Representation in Arbitration Pledge and have undertaken numerous steps to focus on increasing the number of diverse neutrals, including hiring a director of diversity outreach, introducing sample diversity and inclusion clause language to encourage parties to consider retaining diverse neutrals in arbitrations and creating a Neutral Utilization Report to aid law firms and corporate counsel in tracking their use of diverse neutrals. We firmly believe that diversity significantly enhances the quality of the services we provide and makes JAMS a welcome place to work.



JAMS is committed to retaining and developing its people, and we look forward every year to celebrating annual milestone anniversaries, including honoring associates who have been with the organization for decades. Many of our associates stay with the organization for much of their professional careers because they believe in our mission, feel passionate about helping people avoid and resolve conflict, appreciate that JAMS regularly gives back to its local communities and trust that the organization provides professional development and advancement opportunities.

Through our JAMS Foundation, our JAMS Society and the countless hours our people devote to charitable endeavors and pro bono legal assistance, we regularly give back to the communities where we live and work. The JAMS Society was created in 2001 to support volunteer opportunities and community involvement at a local level. Our associates participate in fundraisers to support important causes such as cancer research, homeless outreach, beach cleanups, holiday “Toys for Tots” collection drives, food drives and so much more. The JAMS Foundation, which is funded entirely by contributions from

JAMS, JAMS neutrals and employee associates, has contributed over \$11 million to support conflict prevention and dispute resolution initiatives across the U.S. and around the world. And our generous neutrals volunteer their time to help resolve landlord-tenant and eviction disputes and family law matters, train mediators in the U.S. and around the world and work with organizations that promote and encourage the use of ADR processes.

At JAMS, we focus on sustaining a vibrant and enriching company culture not just because it makes good financial sense, contributes to the employee and neutral retention and promotes innovation, but because it is essential to our delivery of excellent customer service.

***Kimberly Taylor** is president of JAMS, where she oversees JAMS operations in the United States and abroad. Working directly with the CEO, and leading a team that spans more than 28 Resolution Centers across North America, Taylor is responsible for the company’s day-to-day operating activities. She also provides operational and strategic leadership for international expansion efforts.*