

**LinkedIn** Global Impact

Gap Inc.

## Gap Inc. widens their talent pool with skilled refugee job seekers.

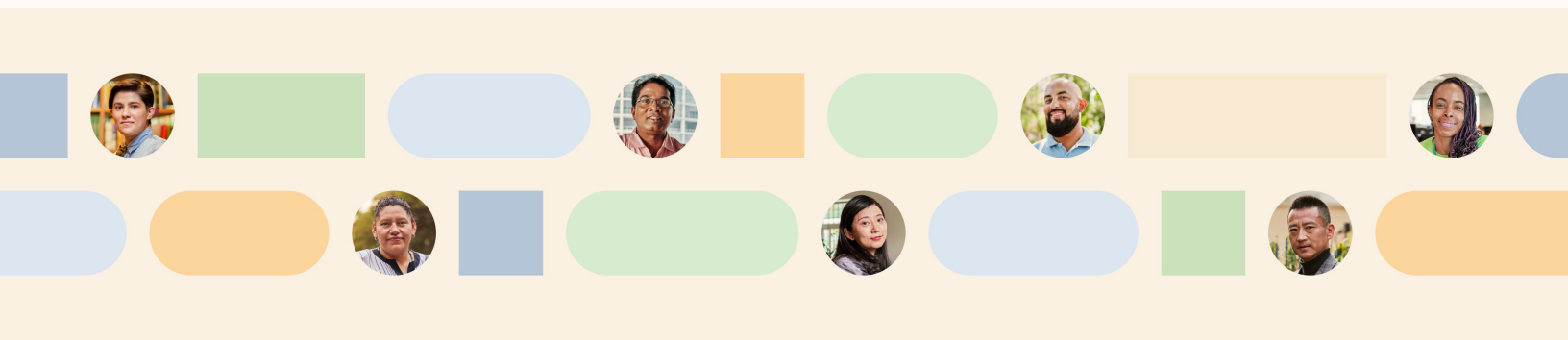
Gap Inc. has a history of investing in communities, and they saw an opportunity to create sustainable and scalable talent pipelines from historically overlooked demographic groups — including refugees. With the help of their local nonprofit organization, Jewish Family Services of Columbus, they implemented a process that provides tailored support to effectively hire and onboard refugees in their new roles.

According to Melina Wyatt, Senior Manager, Enabling Opportunity and Social Impact, this led to a mutually beneficial and rewarding experience for both the company and refugees. “Enabling opportunity for economically marginalized communities is a win-win for our business and for the individuals we hire,” she said.

## #WelcomeRefugeesIn

In partnership with global companies and nonprofits, LinkedIn is celebrating the talent, skills and unique experience refugees bring to the workplace. Explore resources and connect with a local organization that can help you find and recruit refugee candidates.

[Learn more](#) →



“ I was born in Congo. I have three children and a wife at home. Sometimes it’s hard, of course; nothing is free but I work hard. What I want to say to people who want to work for Gap is, ‘This is not only a job, it’s a family.’ I feel very welcome here.”

— Didier Kisema, Refugee Hire (hired June 2022 in Groveport)

**Ambition:** Build a pipeline of untapped talent with a new hiring and onboarding infrastructure.



Gap Inc. knew there was a source of untapped talent in Groveport, Ohio, where their distribution center is located. Starting there, the company worked closely with their local nonprofit partner to lay the groundwork needed to support these new hires. This included focusing their efforts on three main areas:

- Providing side-by-side assistance for prospective hires throughout the job application process
- Supporting refugee hires with services that address language and cultural barriers
- Setting up core business performance indicators, or KPIs, focused on measuring productivity and employee retention

**Solution:** Create a rewarding and hands-on onboarding process.



To overcome cultural and language differences, Gap Inc. created a seamless transition for refugees in their new roles. The process included:

- Translating 50+ key documents into five languages and providing in-the-moment translation and interpretation support
- Check-ins one week and 30 days post hire
- Training staff and providing dedicated onboarding sessions for newcomers

**Results:** Prove business impact and scale learnings to other populations and locations.



Gap Inc. was able to reduce their talent outreach and recruitment marketing by tapping into this skilled, diverse, and motivated talent pool. They also plan to expand refugee hiring at the distribution center, and eventually, to the entire company.

Gap Inc. applied learnings from working with refugees in Groveport to its distribution center operations in Fishkill, New York, where they work with a large Spanish-speaking population utilizing a handheld translation device, PockeTalk, on the warehouse floor for in-the-moment translation.



Discover resources on finding and hiring refugees.

Get insights and connect with a local organization to access and recruit skilled refugee candidates. [Learn more →](#)