

Remember, conflict is inevitable. So is resolution.

2001 Mid-year Report
Dispute Resolution Program

Our Dispute Resolution Program Staff



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and Ombudsman



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What is an Ombudsman?

Coined long ago in Sweden, *Ombudsman* refers to those who traditionally acted as the defender of residents' rights. Halliburton Ombudsmen are trained professionals who help guide you through the Dispute Resolution Program (DRP). They adhere to their Code of Ethics and Standards of Practice which are designed to ensure the independence, confidentiality, and neutrality of the Ombudsman. They help by listening to concerns, by gathering information and discussing options which may have been overlooked.

The Ombudsman Association Code of Ethics

The Ombudsman has the responsibility of maintaining strict confidentiality concerning matters that are brought to his/her attention unless given permission to do otherwise. The only exceptions, at the sole discretion of the Ombudsman, are where there appears to be imminent threat of serious harm. The Ombudsman must reasonably protect any records and files pertaining to confidential discussions from inspection by all other persons. The Ombudsman should not testify in any formal, judicial, or administrative hearing about concerns brought to his/her attention. When making recommendations, the Ombudsman has the responsibility to suggest actions or policies that will be equitable to all parties.

Phone: (713) 676-5383
Confidential HOTLINE: (800) 947-7658
Email: FHOUDRP
Web: <http://resource.hou.FHOUDRP@halliburton.com>
CAUTION: There are limitations to confidentiality when using email

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“We
don't take
sides...
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DISPUTE RESOLUTION PROGRAM

Confidentiality, neutrality and resolution are of paramount importance to you. They are to us as well. The Halliburton Dispute Resolution Program (DRP) would not be in existence today if we did not diligently work every day to earn your trust.

Every dispute is unique. So, too, is its outcome.

As such, we take a very customized approach to guide you to resolution. We don't make decisions for you. Only you can do that. But you won't feel alone as you work through the process.

We know you're probably skeptical, frustrated, angry, worried, even anxious. That's why when you call us that first time, we want you to feel and know you've just taken the first step to resolution of your issues.

DRP enlists impartial, trained professional Ombudsmen who don't take sides. Instead, we take action by listening to your concerns and discussing options while guiding you down the road to resolution.



DRP offers guidance to make your road less bumpy.

5,777 of you have used the Dispute Resolution Program since its inception in 1993. DRP has seen an increasing number of employees benefit from what it offers - a cost-effective and timely way to resolve employee-related disputes outside of litigation. DRP is available to everyone. Among those who have utilized DRP are pipefitters working in a refinery, managers working in corporate offices, and service operators working on offshore drilling rigs.



* NOTE: Through the first six months of the year (June 2001), 462 issues have been brought to the DRP.

Some issues you brought to DRP in 2001:

- "My supervisor treats me differently." "I wasn't rated fairly."
- "My co-worker uses offensive language." "Why was I the first to be laid off?" "I don't think I'm being paid fairly."
- "Can the company do that?" "This feels like discrimination to me." "What does the policy say?"

How Were These Issues Resolved?

The vast majority of these issues (92%) were resolved with the assistance of the Ombudsmen using internal resources. The remaining 8% were resolved using External Mediation and Arbitration. Furthermore, 81% were resolved in four weeks or less while 59% were resolved in one week or less.

DRP uses these processes to achieve resolution:

- Open Door** provides immediate access to all levels of supervision and is encouraged as the first step.
- Internal Conference** allows employees to discuss their concerns with an Ombudsman who can, among other things, help them gather information, explore options, and even schedule an internal mediation.
- External Mediation** allows an employee and a Company representative an opportunity to negotiate an agreed resolution to a problem with assistance from a trained, independent mediator from outside the Company.
- Arbitration** is an external process in which a neutral third party makes a final and binding decision after both parties have presented their arguments.

"We don't take sides, we take action!"

Dispute Resolution Program

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Fax: (713) 676-3384



Please remove this convenient contact card and place it in your wallet/purse.

Your feedback paves the way for better services!

Please take a moment to answer the following questions, tear off and mail back to us. **In the interest of confidentiality, please submit anonymous comments only.** DRP really appreciates your input. Thank You!

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| 1. Have you heard of the Dispute Resolution Program? | Yes | No |
| 2. Do you know of anyone who has used the Program? | Yes | No |
| 3. Would you feel comfortable using the Program? | Yes | No |
| 4. Are you aware that retaliation for using the Program is not tolerated? | Yes | No |
| 5. Would you recommend this Program to a co worker? | Yes | No |
| 6. If you have used the Program, were you pleased with the service? | Yes | N/A |
| 7. How can we improve our service to you? | | |

Please explain: