

*Dispute Resolution Program*

# The Road to Resolution

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1-800-947-7658

**If your destination is resolution,  
the KBR Dispute Resolution Program  
(DRP) can help you find the  
right path to get there.**

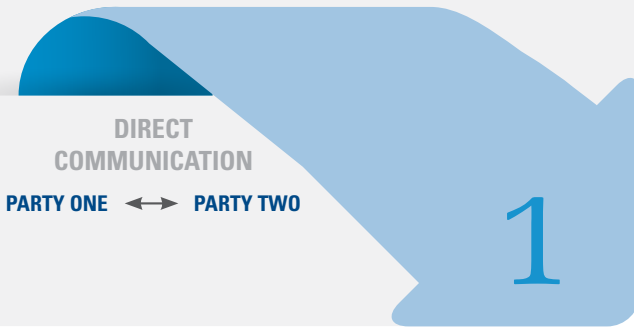
If you have a work-related problem, or if you are responsible for handling or responding to employee concerns, the DRP can help. Its purpose is to offer flexible options for airing and settling almost every kind of workplace conflict, while maintaining strict adherence to confidentiality and neutrality. The DRP helps resolve disputes ranging from minor misunderstandings to violations of legally protected rights. The goal of the DRP is to resolve disputes quickly and fairly, repair damaged relationships and foster a better work environment.

**HOW IT WORKS:** The DRP has four options you can use in any order, depending on the nature of your dispute.



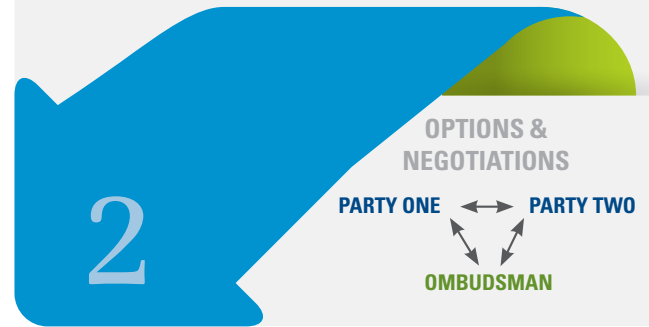
### OPEN DOOR

The Open Door process is the most effective option for resolving work-related disputes and we encourage people to use this option first. It provides immediate access to all levels of management. You may also call the DRP for confidential assistance from the ombudsman who can coach you and give you tips on how to guide your “direct communication” to a mutually agreeable conclusion.

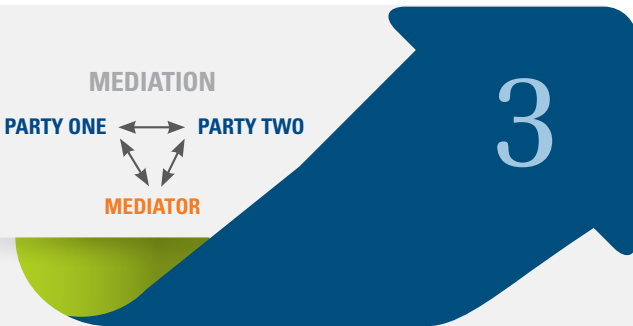


### OMBUDSMAN SERVICES

This option allows you to customize your approach to your workplace concern with a confidential and neutral party. With your permission, the ombudsman can gather information informally, help you identify options for resolution using other internal resources, or coach you on how to help yourself. This option has proven to be a valuable method for resolving disputes at the lowest possible level, as it can work quickly and promotes a better work environment.



## RESOLUTION



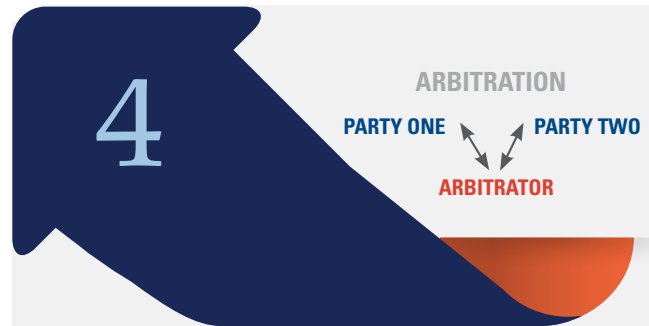
### EXTERNAL MEDIATION

This process gives you the opportunity to resolve your dispute with assistance from a trained, independent mediator from outside the Company. The mediator makes suggestions for resolution, but doesn't decide how you'll resolve the dispute... that's up to you and the Company.



### ARBITRATION

In this process, you and the Company present your dispute to an arbitrator for a final and binding decision. The arbitrator can award any remedy you might receive in a court of law. The DRP uses two external organizations that provide impartial arbitrators. Because arbitration is final and binding, you are encouraged to contact an ombudsman before filing to ensure that all of the more collaborative options have been exhausted.



# Questions & Answers

## **What's an ombudsman?**

The ombudsman has a long and honorable tradition of protecting against abuse, bias, retaliation, improper treatment and unfairness.

The word “ombudsman” is derived from a Swedish term meaning “about both.” The role of an ombudsman is to assist in the resolution of disputes without representing any party involved in the conflict. KBR has adopted the Code of Ethics and Standards of Practice of the International Ombudsman Association which dictate confidentiality and neutrality.

Therefore, communication with the DRP is considered “privileged” and as such does not constitute “notice” to the organization. What this means in simple terms is that when you speak with a DRP team member, you are not talking with a Company representative; you are talking with a designated neutral — an ombudsman.

## **Who uses the DRP and for what kinds of problems?**

All levels of employees can and do use the DRP. You can resolve concerns about termination, conflicts with a co-worker, retaliation for raising a concern or complaint, disciplinary or supervisory issues, safety concerns, unfair treatment, compensation concerns, or issues with hiring, to name just a few.

## **How do I contact the DRP?**

The DRP has a dedicated phone line that puts you directly in touch with an ombudsman to get free and confidential help. You can call the DRP toll-free any time at 1.800.947.7658 or 713.753.5383. You don't need to give your name in order to get help. You may remain anonymous and just ask questions.

Or, you may wish to give the details of your situation and be coached through any or all of the options.

1.800.947.7658

## **What if my supervisor makes work difficult for me after I bring my dispute to the DRP?**

KBR forbids retaliation for using the DRP. If you feel someone is retaliating against you for using any of the options of the program, contact an ombudsman, your human resources manager, or an employee relations representative.

## **What happens if I file a lawsuit against KBR?**

If you're covered by the Dispute Resolution Program and you file a lawsuit involving a dispute that is subject to arbitration, KBR attorneys will go before the judge, tell him or her about the DRP, and ask that the aspects of the lawsuit that are subject to arbitration be dismissed and sent back to the program. Filing a lawsuit only delays the resolution that could be reached more quickly through one of the DRP options.

## **What can I do to seek relief if I believe my legally protected rights have been violated?**

If you believe your legally protected rights have been violated, your first step should be to contact an ombudsman to discuss all of your options – one of which is the Legal Consultation Plan (LCP). Through this plan, you may request financial assistance to obtain an attorney of your choice. The ombudsman can walk you through the filing process and explain applicable fees associated with LCP and other external options.

## **Will I still be able to go to the Equal Employment Opportunity Commission (EEOC) or the National Labor Relations Board (NLRB)?**

Yes. The DRP applies to relief you may seek personally through the courts for a workplace dispute. You are still free to consult the appropriate state Human Rights Commission, the EEOC, the NLRB or any other government regulatory agency regarding your workplace problem. Of course, we hope you'll feel the DRP is so effective you won't need to go anywhere else.

1.800.947.7658

## Who Is Covered

Most of the people working for KBR companies are covered by the DRP. The only employees **not covered** are:

- Those who are covered by a collective bargaining agreement that does not include the DRP.
- Those working outside the United States and not governed by U.S. laws. *However, employees who are not governed by U.S. law are still welcomed and encouraged to use Options 1 and 2 of the program.*

Unless the specific exception noted above apply to you, you're covered (no signature is required) if you:

- Accept employment with KBR, or
- Continue your current employment after the effective date of the DRP's adoption by your business group, or
- Have been covered under a previous version of the DRP.

## Contact the Dispute Resolution Program:

Phone: 713.753.5383

Toll-Free: 1.800.947.7658

E-mail: [kbrdrp@kbr.com](mailto:kbrdrp@kbr.com)

*However, please note that due to limitations in technology, there is no guarantee of confidentiality with e-mail.*

Confidential Fax: 713.753.3384

If an employee accepts or continues employment with any KBR company, the employee and KBR thereby agree to all provisions of the Dispute Resolution Program. This agreement includes the requirement that any legal dispute not resolved through Options 1, 2, or 3 be submitted to final and binding arbitration rather than to a jury or through the courts. Employees will not be required to resolve through arbitration any claim under Title VII of the Civil Rights Act of 1964 or any tort related to or arising out of sexual assault or harassment, including assault and battery, intentional infliction of emotional distress, false imprisonment, or negligent hiring, supervision, or retention.