

WEATHERFORD DISPUTE RESOLUTION PROGRAM

Flexible options designed to help
resolve conflicts in the workplace.



Weatherford[®]

PROGRAM OVERVIEW

Conflicts in the workplace are inevitable. Weatherford wants you to have options for dealing with these conflicts. The Dispute Resolution Program (DRP) offers you a variety of options to resolve problems ranging from minor, everyday misunderstandings to violations of legally protected rights. In the vast majority of DRP cases, the resolutions are quick and successful.

The DRP Helps You Take Control

The purpose of the DRP is to give you a flexible process with options for airing and settling almost every kind of workplace conflict. Resolving disagreements when they first occur is the goal. This keeps people focused on their work, and keeps the conflict from growing larger and more complicated. When dealt with appropriately, resolutions can increase understanding among all parties, reduce workplace tension, open up communications, and enhance teamwork.

With a DRP in place, you choose the option for resolution that best suits your situation.

To get on the road to resolution, the DRP offers you:

- A confidential helpline
- Assistance from an experienced ombudsman (this is a neutral counselor with extensive training and experience in resolving employee disputes)
- A variety of internal and external options for resolving differences

The DRP was designed to meet the needs of employees and the Company for resolving workplace disputes, and to give employees an alternative to the court systems which were becoming more time-consuming and costly.

The DRP was designed to address the mutual needs (both the employee's and the Company's) for trust in the systems and processes, protection against retaliation, protection of legal rights, and personal control over ways to resolve disputes. Another consideration was that the DRP follows the principles under which the International Ombudsman Association (IOA) had been founded: Neutrality, Confidentiality, and Independence.

Advantages of the DRP

The DRP allows you and the Company to resolve differences in ways that are:

- Constructive – protecting careers, relationships, and reputations.
- Quick – taking days, weeks, or months, instead of years.
- Confidential – respecting your privacy and the privacy of others.
- Direct – resolving problems at the lowest possible level of involvement -where they should be resolved.
- Flexible – recognizing that different people and different problems require different solutions.
- Inexpensive – avoiding or minimizing any attorneys' fees or legal expenses.
- Neutral – providing many options for resolving problems objectively, using independent and neutral third parties.

The Road That's Right for You

The DRP offers four roads to resolution that you can use in any order, depending on the nature of your situation.

They are:

- Open Door
- Ombudsman Services
- Mediation
- Arbitration

Whether you resolve your issue quickly using internal resources, or opt for one of the external methods, you choose the road.

In general, it has been our experience that employees who first use the internal resources maintain control over their issues and are more satisfied with the outcome. If you need help deciding on the best road to resolution, call the confidential DRP helpline during normal business hours at 713-836-4010 or toll-free after hours at 844-606-4529.

“No Retaliation” Policy

Weatherford strictly prohibits retaliation against those using the DRP. This protects your job, your relationships, and your reputation.

You have every right to be heard and to expect that your dispute will be resolved. Senior management stands behind the “No Retaliation” policy and it is part of management's job to respect your right to use the DRP.

“Notice” and Reporting Obligations

Your communication with a DRP ombudsman is considered “privileged” and “confidential” and, as such, does not constitute “notice” to Weatherford.

Code of Business Conduct Concerns must be reported to Compliance and/or via the Compliance helpline at www.listenupwft.com. The DRP can be contacted to resolve employment issues arising from such concerns, but because the DRP is neutral and confidential, contacting the DRP does not satisfy reporting obligations all employees have to report Code of Business Conduct issues.

Protection of Your Rights

You have rights under the law, and Weatherford takes your rights very seriously. The DRP's design allows your issue to be resolved more quickly and at less expense than if it went through the judicial system.

If you feel your rights have been violated, or if you need assistance with some of the issues discussed herein, the DRP is available to you. You may still want to consult other internal resources such as Human Resources. You can also contact the appropriate state Human Rights Commission, The Equal Employment Opportunity Commission (EEOC), the National Labor Relations Board (NLRB) or any other government agency regarding your workplace issues.

PROGRAM OPTIONS

The DRP offers four roads to resolution, ranging from internal and quick ways to resolve issues to external methods that take more time and resources.

You can use these options in any order, depending on the nature of your dispute. Yet, it is clear that employees who use internal resources and options maintain more control over the resolution process and are more satisfied with the outcome. You will find detailed descriptions for each option in this overview. You can visit our website at <http://www.weatherford.com/drp> for more information.

Calling the DRP

Often, the first step in resolving an issue is to call the confidential DRP helpline during normal business hours at 713-836-4010 or toll-free after hours at 844-606-4529.

A discussion with a DRP ombudsman can save you time, energy, and resources by helping you understand your options.

You can ask questions anonymously, or you can choose to give your name, discuss your situation in detail, and be coached through the processes. Either way, you benefit from the advice of a professional ombudsman.

A DRP ombudsman will listen to your concerns, answer your questions, review your options, act as a go-between, help you “open doors,” and refer you to other resources where necessary. This helps you help yourself, which generally leads to a more effective and lasting resolution.

How it Works

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



1. Open Door

The Open Door option is frequently the option of choice because it is easy, it promotes faster resolution than more formal processes, and it helps preserve relationships. It is a voluntary process that relies on internal resources, and it resolves problems at the lowest possible level.

The Open Door Option provides immediate access to all levels of management – starting with your supervisor and going up through the organization – without risk of retaliation. We encourage all employees to first talk with their supervisor about a situation. He or she is usually in the best position to assist. However, if that person is part of the problem, you may take your problem to the next level of management, or any level of management needed, to solve the problem.

Consider calling DRP for confidential advice from an ombudsman who can help you make the best use of the Open Door Option. You can always go directly to your Human Resources department for advice or to request an investigation.

If you are not sure where to go, or who to talk to first, contact a DRP ombudsman. He or she can assess your situation, discuss your options, and assist you in making the best decision about what to do next.

Key Advantages of the Open Door

- Management is committed to it and expected to honor it.
- It makes early, on-site problem-solving more likely.
- It encourages you to give constructive feedback to management
- Your questions are answered, and you will learn about your options.
- You have direct support through the DRP helpline and a program ombudsman.
- It is free and flexible.
- Retaliation is strictly forbidden.

2. Ombudsman Services

This option allows you to utilize the services of an ombudsman on the DRP staff – a professional in the field of conflict resolution. The ombudsman can help you customize your approach to your workplace concern, and help you decide what will work best for you. Because the DRP is confidential, you must give the ombudsman permission to speak to anyone else about your situation before they can do so, with only one exception – an imminent risk of serious harm to yourself or someone else. If you are serious about wanting assistance from the DRP, the ombudsman can gather information, help identify your options, consider if other internal options could better assist you, or the ombudsman may coach you on how to help yourself. The ombudsman can also provide informal mediation in some situations to address issues causing workplace conflict.

Remember, an ombudsman is also a designated neutral – someone who works to resolve disputes without becoming a champion or “taking sides” for either party in the dispute.

With assistance from the ombudsman, you may decide to:

- Try to handle the situation yourself (after some coaching).
- Try the Open Door – You may find that the best way to resolve your issue is to go back to the “chain of command”, HR, or other departments for assistance.
- Try an informal mediation where a DRP staff member assists in the process.
- Use an external process – either mediation or arbitration – if your issue involves legally protected rights. Discuss this with your ombudsman.
- Develop some customized procedures. When necessary, you and the ombudsman may come up with ideas specifically designed to resolve your dispute.

You can speak with an ombudsman either by phone or in person. Call the DRP helpline to make that contact.

Key Advantages of Using Ombudsman Services

- You have a professional ombudsman as a “guide.”
- The ombudsman is a confidential resource.
- You and the ombudsman can consider every option and review them in detail.
- You decide what works best for you.

3. External Mediation

The External Mediation Option provides a route to resolving disputes based on legally protected rights. In mediation, a neutral third party called a mediator assists in resolving the dispute.

The mediator, chosen from an outside organization, helps you and the Company come to an agreement based on the needs and interests of all concerned. In mediation, there is no resolution unless all parties agree upon a solution. The mediator can make suggestions, but you and the other party are responsible for choosing the actual, final outcome.

Mediation is a straightforward and cost-effective, external route to examining and resolving disputes – although, compared to the Open Door or Ombudsman Services options, external mediation typically requires more time and resources.

Key Advantages of External Mediation

- Both parties have a say in choosing the mediator.
- Both parties get the opportunity to share their views and benefit from third party assistance.
- It helps manage feelings of hostility or frustration.
- It helps separate emotions from facts.
- It promotes discussion of creative solutions.
- It helps people work things out themselves.
- It offers an opportunity for win-win solutions.

4. Arbitration

This is a process in which you and the Company present your dispute to an arbitrator for a final and binding decision. The arbitrator (chosen by you and the Company together) 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 a serious step, you are encouraged to contact an ombudsman before filing for arbitration. He or she can help you determine that this is the best option for your issue.

If your dispute involves legally protected rights, either you or the Company may request the Arbitration option. In arbitration, both sides present evidence and arguments to a neutral third party, called an arbitrator, who makes a final, binding decision. There is no jury.

The DRP is designed with multiple options to maximize the possibility of resolution before taking a problem to arbitration.

Key Advantages of Arbitration

- You can expect a quick resolution of your problem. That means months instead of years in the legal system.
- You benefit from the objectivity and experience of an external, neutral arbitrator.
- Under the terms of the DRP, an arbitrator can award you anything you might seek through a court of law.
- A quick and impartial resolution through arbitration – rather than years of costly, frustrating court battles – may make it easier for you to stay productive on the job.



How to Request External Mediation or Arbitration

All external resolution processes in the DRP are conducted by neutral third parties. These impartial parties are provided through the American Arbitration Association (AAA) or JAMS.

To request external mediation or arbitration, simply contact AAA or JAMS directly. You will be required to submit a brief written description of your dispute and submit a personal check or money order in the amount of \$50, made payable to AAA or JAMS, to cover the filing fee.

To ensure your matter receives appropriate handling per DRP guidelines, the following contact information should be used. (The use of any other AAA or JAMS locations will result in some delay in the handling of your issue.)

American Arbitration Association

1750 Two Galleria Tower
13455 Noel Road

Dallas, TX 75240-6636

Phone: 1.800.426.8792 or
972.702.8222

Fax: 972.490.9008

Website: www.adr.org

JAMS

8401 North Central
Expressway, Suite 610

Dallas, TX 75225

Phone: 1.800.352.5267 or
214.744.5267

Fax: 214.720.6010

Website: www.jamsadr.com



CONTACTS & COVERAGE

When difficult situations arise at work, you may feel there is not a place you can go to resolve them. How can you go to your supervisor if your supervisor is the problem? Where can you take your dispute without jeopardizing your job? As a manager or supervisor, who can help you respond to a workplace dispute and give you coaching or assistance in resolving a conflict? Call the DRP.

Free, Confidential Assistance

In situations like these, Weatherford's DRP provides many roads to resolution. An experienced, professional ombudsman can guide you through the different processes to resolve your dispute.

Using the DRP is easy. A good first step is to call the DRP helpline to receive assistance from an ombudsman.

To start down the road to resolution, contact the DRP

Confidential Helpline

713-836-4010 or 844-606-4529 toll-free after normal business hours

Website

<http://www.weatherford.com/drp>

Confidential Fax 713-836-5105

Who is covered?

Most employees working for Weatherford 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.

Unless the specific exceptions noted above apply to you, you are covered if you apply for, accept, or continue current employment with Weatherford after January 1, 2017.

The individuals bound by the program and Weatherford thereby agree to all provisions of the DRP. This agreement includes the requirement that certain legal disputes not resolved through Options 1, 2, or 3 be submitted to final and binding arbitration rather than to a jury or through the courts.

QUESTIONS & ANSWERS

Q1. Why does the Company have the DRP?

A. Mainly, the Company uses the DRP because it provides a cost-effective and timely process that preserves employment relationships. This process is good for employees and the Company. The more traditional approach of a lawsuit is expensive, time consuming, adversarial, and destructive. Typically, lawsuits take years to run their course. The DRP saves everyone time and money, and is more likely to respect everyone's privacy.

Q2. What exactly is an ombudsman?

A. The ombudsman's role 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 duty of an ombudsman is to resolve disputes without representing any party involved in the conflict. Weatherford has adopted the Code of Ethics and Standards of Practice of the International Ombudsman Association (IOA) which dictates confidentiality, independence, and neutrality. (If you are interested, the full text is available at the DRP website.) Your communications with the DRP are considered "privileged" and "confidential," and do 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. Accordingly, neither those who use the program nor the Company may compel the ombudsman to reveal these confidential communications in subsequent proceedings.

Q3. Who uses the DRP and for what kinds of problems?

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

Q4. How can I be sure of confidentiality if I call the DRP helpline?

A. Because Weatherford has adopted the Code of Ethics and Standards of Practice of the IOA dictating the neutrality, confidentiality, and independence of the ombudsman, the ombudsman has a unique role in the Company. It is the ombudsman's job to maintain your confidentiality in accordance with those standards. The Company will not ask the ombudsman to violate that confidentiality. Communication with the DRP is considered "privileged" and "confidential" and since the ombudsman is not a Company agent or representative but a designated neutral, you are not putting the Company "on notice" when you speak to an ombudsman. In fact, the ombudsman will take no action on your behalf without your permission, with the only exception being an imminent risk of serious harm to yourself or someone else. The DRP staff does not maintain files. Upon resolution of a case, all notes are shredded. Also, because some callers do not want to identify themselves, the caller ID feature has been disabled on phones in their offices. These are just some examples of how your privacy and confidentiality are protected.

Q5. What is the difference between mediation, arbitration, and court trials?

A. Mediation is an open negotiation between yourself and a Company representative allowing both parties to be part of the resolution with an outside, neutral, third party facilitating the process. This way, the resolution is one that both parties agree upon. In arbitration, there is a neutral person who listens to both parties and then makes a final decision, based on the law which binds both parties. The decision is final, and except in rare circumstances, it may not be reversed by subsequent proceedings. With trial court decisions, an appeal may be filed; causing lengthy delays, and that process is much more formal than that in arbitration. Arbitrations are normally held in private offices instead of public courthouses. The biggest difference lies in the cost of mediation and arbitration. Because they are less formal, they end up costing much less and being much faster than a court trial.

Q6. If the Company pays the fees of the mediators and arbitrators, how independent and impartial can these third parties be?

- A.** Mediators and arbitrators are typically retired judges, attorneys, or professors of labor law or a similar discipline. They take pride in their neutrality, and are trained to be impartial. Although not as costly as litigation, external mediation and arbitration are expensive. The Company covers the vast majority of the costs. During the development of the DRP, payment to neutrals was given special attention, and to ensure impartiality, it was decided that mediators and arbitrators would not be paid directly by Weatherford. AAA and JAMS contract with the arbitrators and mediators. Weatherford funds the process, but the neutrals answer to these respective entities. Additionally, should you file for mediation or arbitration, you participate in the selection of your mediator and/or arbitrator.

Q7. Will I still be able to go to the Equal Employment Opportunity Commission (EEOC) or the National Labor Relations Board (NLRB)?

- A.** 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.

Q8. What if my supervisor makes work difficult for me after I bring my dispute to the program?

- A.** Weatherford 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 or Human Resources, Legal, or Compliance or submit a report through Listen Up.

Q9. What happens if I file a lawsuit against Weatherford?

- A.** If you're covered by the DRP and you file a lawsuit involving a dispute that is subject to arbitration, Weatherford 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.

Q10. Are disputes I may have with any customers, clients, contractors or vendors of the Company covered by the DRP?

- A.** Yes. Customers, clients, contractors, vendors, and other business partners of the Company are also intended beneficiaries of the DRP and any disputes of a legal nature you may have with any such entity or person related to your employment relationship with the Company may be presented to an arbitrator under the program rather than to the courts.

