

## Update from the Office of the Ombudsman\*

The Ombudsman Program marked its first full year of operation in September 2007. The independent organization has developed a track record of building relationships with workers in the field and helping the company resolve concerns in a timely effective manner. Since its inception the program has dealt with issues in every major BP America location and each of the major business streams.



From offices located in Washington, DC, Judge Sporkin and his staff are available twenty-four hours a day to handle calls and inquiries. More than 20 staff members handle calls and inquiries and investigate concerns. An office has been established in Alaska as well.

When a concern is raised, investigators interview relevant parties and review documents to determine the validity of the concern, and assist in determining a resolution. Three techniques are used when resolving issues; rapid resolution, intervention, and full investigation. Since the inception of the program, a total of four investigations have been conducted. The remainder of the concerns were handled through rapid resolution or intervention.

In the first year of operation, the Ombudsman Program received more than 200 issues from BP employees and contractors. 12 of those issues were substantiated.

The team has also investigated issues at the request of management when an independent review was necessary. One major report involved issues raised in Alaska from 2000 to 2007.

\* Excerpted from BP America Progress Report dated Fall 2007.