

**Schlumberger Spouses Association (SSA)
Global Board Meeting Report
Kuala Lumpur, Malaysia
4 – 8 September, 2006**

The SSA Global Board met in Kuala Lumpur at the beginning of September, 2006 as guests of Schlumberger in Malaysia. Our overall goals were to change and improve our policies and processes, to consolidate improvements already in the pipeline and to determine the future directions of the SSA.

Read on to find out what we talked about, who we talked to and what we hope to achieve over the next year. We have tried to capture and condense the major topics and presentations and whilst we may not be able to do everything we aim to do – we will certainly try! Our grateful thanks goes to Steve Kaufman, Geomarket Manager BMP and all the personnel in Kuala Lumpur who made our stay so memorable and our meeting so productive. Thank you also to the SSA Kuala Lumpur Chapter for making us so welcome.

Attendees

Karen Costelloe	Global Coordinator
Marie Brice	Global Communications Coordinator
Melodie Beveridge	Global Information Technology Coordinator and Content Editor
Silicia Fillicier	Regional Coordinator Africa
Aida Barclay	Regional Coordinator Europe
Danielle Cozier	Regional Coordinator Latin America
Anisa Haddad	Regional Coordinator Middle East
Maria Gabriela ‘Gabi’	
Corvalan Apestegui	Regional Coordinator North America
Alison Soudure	Regional Coordinator Asia/Australia
Jenny Banks	Secretary

Guests

Steve Kaufman	Geomarket Manager BMP, Schlumberger
Sivakumar Nadarajah	OFS Personnel Manager, Middle East & Asia (MEA)
Bruce Martin	GM Controller, BMP, Schlumberger
Earl Snyder	Regional Personnel Manager, Western Geco
Pamir Bursin	Commercial Products & Support Manager, Schlumberger
Shuhada Hasim	Relocations Coordinator, Schlumberger

The following table attempts to capture the essence of our discussions along with how we hope to achieve many of the recommendations and objectives discussed.

Discussion content	Discussion members	What we hope to achieve
<p>SSA Mission Statement and Goals</p> <p>We re-defined our goals and objectives for the next year with an emphasis on encouraging <i>all</i> Schlumberger spouses and partners – local and international – to be an ongoing part of our organisation.</p> <p>These points were reflected in changes made to our mission statement, principles and goals.</p> <p style="text-align: center;"><i>See amended mission statement and goals at the end of this document</i></p>	SSA Global Board members	<p>To ensure members worldwide are aware of these aims and to promote compassion and inclusiveness.</p> <p>Ongoing marketing aims to attract more than the current 10% (approximately) of SLB member spouses worldwide.</p>

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<p>Schlumberger Worldwide Steve Kaufman welcomed us with an update of Schlumberger’s commitments to employees, their families and business growth. SLB sees family as the key to growing their business.</p>	Steve Kaufman and Global Board	As a part of Schlumberger, we hope to support these initiatives particularly in the area of ongoing family support.
<p>Health and safety issues A videoconference with Mike Mannering in London and Tracey McTague (Spouseconnect) gave us much to think about – and be grateful for. Mike gave us an overview of accidents and injuries over the last year which affected Schlumberger employees and families with driving continuing to be the most dangerous activity engaged in. He reemphasized the important role we as spouses play in the health of employees and re-iterated that the average age for heart attacks over the last year was 32–35 years! Spouses’ health passports (HSE) are soon to be available in both hard and soft copies – spouses will now be able to monitor the health of all family members in one document. Training available for spouses worldwide (as and where necessary) includes the following; driver training, Circadian Rhythms, employee orientation, extreme climates, fire, First Aid, health and hygiene, malaria, substance abuse, personal security, and IT security. Slight improvement of spouses taking Medtrack examinations since last year but we still have a very long way to go (increase from 12% to approximately 17%). Identified a need to include alternative and stable contact details in our directory information for all employees and spouses so we can be traced in emergencies. Mike also highlighted ongoing concerns regarding Malaria – current policy states…<i>If a employee or family member has flu symptoms and has recently lived in or visited malaria prone location …the patient has malaria until proven otherwise.</i></p> <p style="text-align: center;"><i>For more information, click on the ‘eMed-Track’ Health, life and you’ icons or the ‘Healthy living’ links icon on the right hand side of our SSA Home page at www.ssafara.net</i></p>	Mike Mannering, Tracey McTague and Board members	<p>Continue to communicate health and safety efforts to SSA members via website, email alerts and regional newsletters.</p> <p>Encourage all members to follow SLB health and safety recommendations such as undertaking regular Med-Track medicals, following malaria prevention guidelines, and participating in First-Aid and driver training where available</p> <p>Promote training initiatives at regional and local levels.</p> <p>Continue to strongly urge spouses living in high risk locations to take MedTrack for themselves and their children. We need to actively promote MedTrack on an ongoing basis – this is 100% refundable for International Mobile, Home Country Mobile and International Commuter employees and their families.</p> <p>Encourage spouses to add an alternative phone number of next-of-kin or person at permanent address to directory listings who will always know whereabouts of spouse and family in emergencies.</p>
<p>Regional Coordinator Reports All regional coordinators described their year’s achievements and concerns</p> <p>Achievements – too many to list however the following new or re-established chapters speak for themselves – Asia/Australia – Sale and Duri in Australia Middle East – Tunis, Tunisia and New Delhi, India Africa – Alger, Algeria Europe – Baden, Austria and Nefteyugansk, Russia North America – Dallas, Vernal, Fort St John and Perryton USA and Red Deer in Canada Latin America – Neuquen, Argentina and Barinas, Venezuela</p>	Global Board	<p>The need for standardised global broad guidelines on:</p> <ul style="list-style-type: none"> – How to initiate and sustain positive relationships with Schlumberger (at a chapter committee level), – The need for a designated contact person within SLB in every location,

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<p>Regional reports ctd Concerns – Resolving budget requests and disbursement. language problems, communicating with chapters with no official spokesperson, overworked committee members locally due to resistance by many members to take committee positions We discussed ways in which to address these concerns on a local and global level. The Board decided that Board members should not be on nor involved in local committee business unless in an advisory capacity. Board responsibilities must be a priority.</p>	Global Board	Board to create and distribute guidelines on creating, managing and disbursing budgets after discussions with SLB senior personnel and finance management. (see discussions below with SLB Finance representative).
<p>Human resource issues and how they affect SSA members A round table discussion with Siva and Earl enabled us to understand the importance of communication and management support in this area. We asked many questions about what affects us as spouses/partners globally and many ideas and suggestions were raised on both sides of the table.</p>	Siva Nadarajah and Earl Snyder and Global Board	Importance of encouraging local and international spouses to be part of our organisation was reiterated and the need for clear and consistent communication confirmed. Guest speakers agreed with our need to have/follow negotiated guidelines.
<p>SSA Website, Directory and Email system The SSA Email, Directory and Website are due for a major upgrade this year. These upgrades will place the SSA email and directory services under the administration of the Schlumberger Enterprise Services mail and directory teams. The SSA is working with Schlumberger to improve the mail service, reduce spam, and make the directory easier for spouses to use. Additionally, we are working with Schlumberger QHSE so that spouses in the SSA Directory are included in the Schlumberger Emergency Contact initiatives. At the end of this year, you will also see many improvements to the SSA website, including the addition of new tools, easier publishing, and a bigger focus on current news and information for spouses <i>To update your directory information simply click on ‘SSA Directory’ on our SSA Home page at www.ssafara.net, enter your username and password and change your details. If you do not have/remember your username and password, simply follow the prompts to obtain these.</i></p>	Tracey McTague and Global Board	Work towards acquiring and implementing new products as discussed. Educating members about new products Encourage members world-wide to: <ul style="list-style-type: none"> • Regularly update their directory entries • Gain access (usernames and passwords) if they do not have these • Ask for help if they need it from the support network • Include alternative next of kin contacts in directory listings (must be living at permanent address) These objectives will be achieved through website postings, email alerts, surveys and regional newsletters.
<p>SSA and marketing Pamir gave us a fabulous presentation on how to better market our organisation to potential and existing members. We all agreed that we need; <ul style="list-style-type: none"> • more exposure, • to attract more local and international members • to dispel untrue myths about how life as an SSA spouse is all about coffee mornings and self-pampering </p>	Pamir Bursin and Global Board	Utilise marketing suggestions within the SSA locally and regionally, via our website and within Schlumberger.

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<ul style="list-style-type: none"> to share our successes our ongoing community involvement worldwide 		
Budgets and relationships Bruce joined us for a frank round table discussion about how the SSA chapters globally can make dealing with budgets an easier and more productive activity. We discussed models on how to do this and discussed the SLB support required to make this work.	Bruce Martin and Global Board	Ascertain whether we can negotiate and devise budget guidelines with SLB personnel for distribution globally to help chapter committees work more effectively with SLB.
Relocation Coordinator Shuhada presented her model of how best to work with the SSA and how she supports them in Kuala Lumpur. As a Relocation Coordinator (also known as 'FLO' in some locations) she has specific objectives that include the SSA.	Shuhada Hasim and Global Board	Identify if we can request specified points of contact for chapter coordinators in SLB offices. Negotiate and generate standard guidelines to be followed by identified SLB points of contact and SSA committees.

In addition to all of the above, the following topics were also discussed and agreed upon as positive future goals.

- Attracting more membership from local and international spouses in all regions
- Increasing awareness of the SSA within Schlumberger and outside.
- Increasing the number of active Chapters in all regions
- Highlighting the charitable work SSA achieves globally
- Completing regional newsletters with North American and Asia/Australia editions followed by SSAfara magazine in 2007
- Responding to recent SSA member feedback through various strategies
- Maintaining and increasing support where possible to spouses/partners in remote locations
- And much, much, more!

Karen left us with the words that continue to ring in our ears – a motto many of us need to remember...

Let's take SLB politics out and put compassion into the SSA

Revised mission statement, principles and goals

SSA MISSION STATEMENT

The Schlumberger Spouses Association (SSA) is a global, voluntary, social organisation for all local and international spouses and partners of Schlumberger employees. We aim to create and maintain a welcoming and supportive environment for all members and their families. The SSA fosters fellowship through ongoing social events and community involvement.

SSA Basic Principles

- Hospitality: To provide hospitality in a low profile, informal and apolitical manner.
- Communication: To communicate effectively using person-to-person, electronic and written form as appropriate.
- Cooperative behavior: To utilise cooperative behaviours in line with Schlumberger policies, operations and spirit.
- Friendship: To maintain a friendly and non-bureaucratic approach.
- Goodwill: To encourage goodwill through community involvement with no commercial gain.
- Effectiveness: To continually seek to improve our effectiveness within the Schlumberger community worldwide through SpouseConnect, SSAfara.net, the SSAfara Magazine, Geomarket magazines, Regional and Chapter newsletters.

SSA Major Goals

- To sustain a global, voluntary and social association of Schlumberger spouses/partners who volunteer to help welcome and support their members.
- To increase and promote awareness of our association within Schlumberger and amongst all Schlumberger spouses/partners.
- To actively attract new members from all areas of the Schlumberger community including but not limited to: Geomarket Mobile (GM) Home Country Mobile (HCM) Home Country Resident (HCR) International Commuter (IC) International Mobile (IM).
- To reinforce our positive image of diversity, good will, global community and friendship.
- To increase and support communication amongst all the Chapters worldwide.
- To encourage and support the creation of new Chapters.
- To identify, reach, encourage and support Schlumberger spouses/partners in remote locations to create and maintain SSA chapters.
- To improve the effectiveness of our 'hospitality' function by providing information to spouses/partners prior to transfer.
- To maintain a global structure that enhances the SSA's future and values.

We now have a blend of new and 'old' board members all of whom are committed to their terms as board members. You may not always see evidence of the fruits of our labour but be assured – much is going on behind the scenes.

Please note that many board positions will be becoming vacant mid-2007 – we urge you to look out for these vacancies and strongly urge you to apply!

We look forward to working with you and for you over the next year and please contact us if you would like to discuss further ideas!

SSA Global Board and Support Team in KL



From left Jenny, Danielle, Alison, Marie, Suzie, Karen, Syaidatul, Silicia, Gabi, Aida, Anisa and Melodie

Marie Brice SSAGBMKL

September 2006