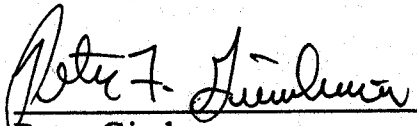


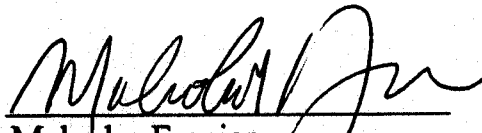
ORA - NTEU
MEMORANDUM OF UNDERSTANDING
REGARDING ORA FACTS ROLLOUT

This MOU is related to the implementation of Phase II of the FACTS. In a meeting held on September 9, 1999, representatives of ORA and NTEU agreed to the following:

1. ORA is committed to training employees on the system. Training on the system is scheduled to run from October, 1999 to March, 2000. Should ORA receive complaints from any employee regarding the perceived inadequacy of the training that they received, ORA will repeat the training for that individual.
2. During the period of familiarization with the new system, employee performance evaluations will not be adversely impacted due to implementation and will reflect the "learning curve" inherent in such a transition period.
3. ORA will insure that no grade or step reductions occur as a result of the implementation activity.
4. ORA will provide access to the existing FACTS practice areas so that employees can practice.
5. All new ORA employees will be given an orientation and training by the lead user at each location as necessitated.


Peter Gimbrere
National Negotiator, NTEU

DATE: 1/6/00


Malcolm Frazier
Director, ORM/ORA

DATE: 1/6/2000