



Corporate Social Responsibility 2016 – 2017

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### Corporate social responsibility

### **Our continued commitment**



Mike Jardon Chief Executive Officer

We remain proud of our industry-leading reputation, particularly the client testimonials and awards we received this year.

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Once again, the passion and commitment from our employees remains at the forefront of our corporate social responsibility (CSR) activity this year.

This is reflected through a range of company-specific projects, alongside broader community based initiatives.

While we've truly embedded our core values and behaviours within the business, it's clear to see that employees continue to embrace this in their personal lives – some of which are highlighted in social and community focused projects (pages 26-31). Whether we're mentoring the next generation of talent or fundraising for local charities, it's important that our employees continue their CSR activity and support the local communities in which we operate.

This passion is critically important when it comes to our safety commitment. After the launch of our Champion Safety initiative last financial year, we've remained resolute in our focus across the business. We've achieved a number of key milestones across our business, including Asia, Europe CIS and North America (pages 12-15) while other key geographies have continued their campaign work to ensure a proactive and preventative approach to safety - from driving safety through to emergency response training and preparedness (pages 16-23).

We remain proud of our industry-leading reputation, particularly the client testimonials and awards we received this year. However there is no room for complacency and it's vital that we all take responsibility for championing safety and ensuring the highest level of service quality, as activity levels increase for the year ahead.

I look forward to building on our accomplishments from this year and sharing the collective efforts of our employees, as we continue to deliver a stronger CSR foundation for the future.

While we've truly embedded our core values and behaviours within the business, it's clear to see that employees continue to embrace this in their personal lives



dustry-leading tion, particularly ent testimonials

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### Our global footprint

A global and multicultural organisation **Employees** 

Countries

**Nationalities** 





North **America** 



**Employees** 

USA (Texas, Louisiana, Alaska, Connecticut, Oklahoma, Pennsylvania, Virginia, Colorado, California, Mississippi), Canada



Latin **America** 



**Employees** 

Brazil, Bolivia, Mexico, Argentina, Columbia



Asia



**Employees** 

Thailand, Malaysia, Indonesia, India, Australia, China, Singapore, Philippines, Vietnam



Middle East and North Africa (MENA)



**Employees** 

Algeria, Saudi Arabia, Egypt, UAE, Brunei, Qatar, Iraq, Libya, Tunisia



Europe CIS (ECIS)



**Employees** 

UK, Kazakhstan, Norway, Netherlands, Azerbaijan, Russia, France, Italy



**Sub Saharan** Africa (SSA)



**Employees** 

Ghana, Gabon, Angola, Nigeria, Congo, South Africa, Cameroon, Mozambique, Kenya, Ivory

Coast, Chad, Equatorial Guinea, Senegal

### Health and safety

# As a company, we place the highest priority on our commitment to health and safety within Expro

### Royal Society for the Prevention of Accidents (RoSPA) award

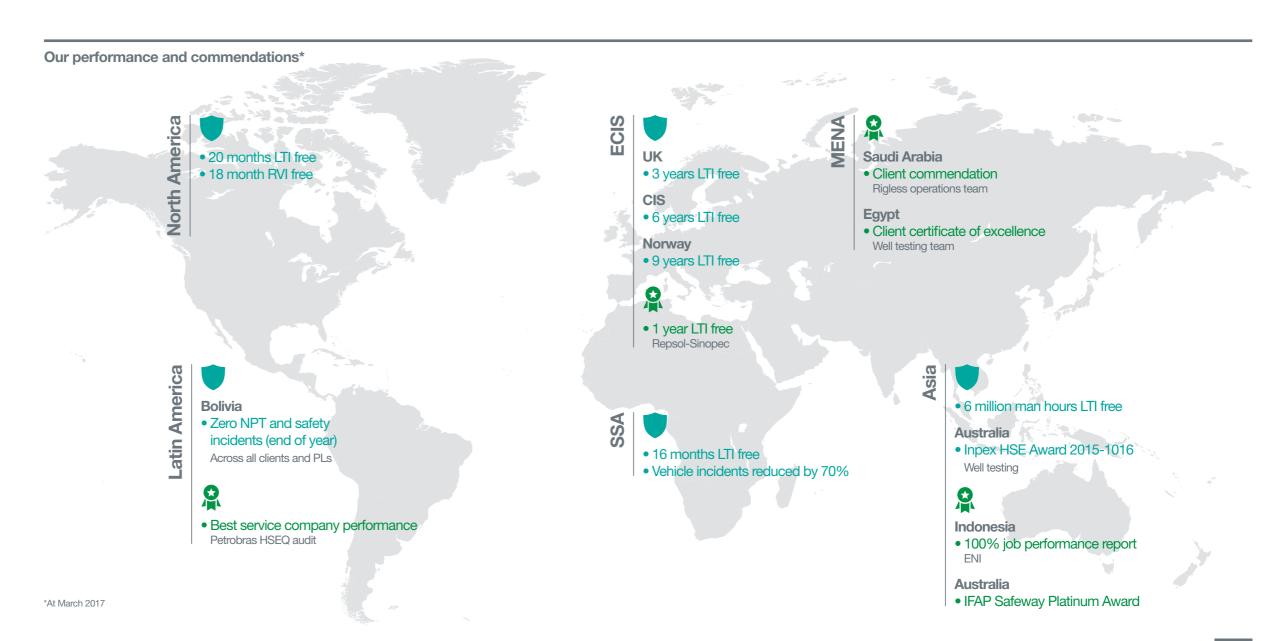
In June, Expro was awarded the President's Award following 12 consecutive Gold Awards in the RoSPA (Royal Society for the Prevention of Accidents) Occupational Safety Awards 2016. This is the third year that Expro has received the President's Award – which is presented to organisations that sustain the highest standard of health and safety management over consecutive years.

Now in its 60th year, the scheme considered entrants' overarching occupational health and safety performance and management, including practices such as leadership and workforce involvement.

"Expro is proud to have been selected for the President's Award following many years of safety award success with RoSPA, an internationally recognised and much respected awards scheme. This prestigious award recognises our commitment to continuous improvement in health and safety management across the business."

Alistair Geddes, Executive Vice President





) 11

### Health and safety



Expro has established and maintained a strong safety culture - it's at the heart of everything we do. A key driver is our ongoing Champion Safety initiative, which reinforces the value and importance we place on utilising our proactive safety tools.



### Launched

Now an inherent part of Expro, the Champion Safety campaign has developed and evolved since its inception in 2015. It reinforces the value and importance we place on our proactive safety tools, keeping everyone safe in the workplace. All colleagues undertake Champion Safety training workshops, as well as having a range of material to support them in everyday activities.



#### **Positive Interventions**

Positive Interventions are a proven method of avoiding incidents. All employees are empowered to stop the job and consider the 5A process (ask, aware of, agree on, approach, and action).

During 2016/17:

34,846

Positive Intervention cards raised

highlight good behaviour

Expro's Process Safety initiative was launched in October 2016, aligning our processes with our clients. Expro has adopted ten core elements which are now embedded within our safety tool kits.

In the oil and gas industry, over 70% of hydrocarbon containment failures and uncontrolled releases of pressure have causes linked, in part or whole, to human factors. Simply put, there are no 'spontaneous' failures of equipment.

Process Safety focuses on preventing the loss of primary containment from any given process, as any loss of containment can result in a potential injury or fatality. This means taking individual accountability for safeguarding against potential incidents. In order to avoid hazardous events, it is critical to embed Process Safety within our existing safety tools, including:

- Champion Safety House Rules, positive intervention and risk assessment
- Deliver Service equipment readiness. maintenance, job planning and execution
- Crew selection/job competencies a safe, effective contract delivery
- Documented systems and processes detailed operational and safety procedures

### The 10 core elements of Process Safety















If a barrier is lost, immediately stop and fix it











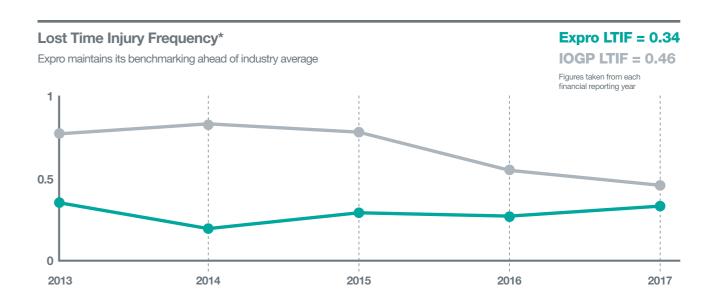




### Health and safety statistics



Figures taken from each financial reporting year



### **Expro's House Rules**

All employees and visitors are required to follow the Expro House Rules in order to drive accountability for safety at any work location.



Wear and maintain the appropriate PPE

Always wear

vehicle seat belts

and never use a mobile phone,

radio handset or

hands-free device while driving



Always follow safety sign information

Hold the handrail

on the stairs and

points of contact

maintain three

on ladders



\*A work related injury resulting in a person being classified unfit for work the day after the event, expressed as a frequency (per million man hours worked).

Use the right tool in the right way for the job

Use correct manual

handling technique

if manual handling

cannot be avoided



Keep work sites clean, tidy and obstruction free



Follow procedures, permits and risk assessments



**Never cross safety** barriers or enter prohibited areas, unless authorised to do so



Maintain awareness of the work environment around you

\*Increase in frequency rate due to 15% reduction in hours worked

### Regional HSE



Countries







### **Europe CIS (ECIS)**

### Overview

ECIS works tirelessly to deliver a wide range of initiatives to improve the health, safety and environment of their employees. A variety of health initiatives included winter flu jabs, blood donor sessions, an annual no-smoking day and mini-health checks to help employees improve their health.



### LTI-free years







### Health campaigns



#### **Health initiatives**

#### Winter flu jab

#### **Blood donor session**

### Annual no smoking day

Education and awareness sessions with in-house occupational health staff

#### Mini health checks

To review annual health goals and set new metrics for the coming year

### Safety initiatives



### **Mobile Equipment Integrity** assurance scheme

The region implemented a new safety project which has given the UK area the ability to self-certify their equipment. They can now train up the certification team to become Independent Competent People (ICPS).

### North America

### Overview

North America delivers a diverse range of HSE initiatives to colleagues, reflecting the wide-range of challenging environments they operate within.



#### Heart health initiative

A major heart health initative was launched, including crucial life-saving techniques. CPR and first aid training took place at four main bases, with colleagues joining from all over the region. This was also linked to the American Heart Association's 'Move More in April' campaign, which focused raising awareness on heart attacks and strokes.

Personnel trained

Bases

### Health campaigns



### Monthly health and wellness topics

Blood pressure, dehydration, frostbite, eye health



### **Audiometric testing**

To identify and deliver preventative action

### Safety initiatives



### **Dropped Objects Prevention** Scheme (DROPS)

Weekly hazard hunts



### Chemical awareness/ management

Completion of hazardous material training



### Personal safety training

Delivered in partnership with Louisiana State Police

colleagues completed the training

Colleagues took part in the North **American Occupational Safety** and Health (NAOSH) week. Awareness raising activities included a DROPS hazard hunt, Positive Intervention contest, volunteer safety moments and safety jeopardy. Employees stated their reasons for working safely,

2

Employees





### Regional HSE





**Employees** 

303

### **Latin America**

### Overview

Alongside general health campaigns in the region, the team highlights safety through their annual SIPAT (Semana Interna para Prevention de Acidentes de Trabalho or international week for occupational accident prevention) event (right). This has helped embed a 'safety first' culture across the region.

### Health campaigns



### **Blood donations**



### Health campaign

To promote healthy living



### Safety initiatives

The annual SIPAT event has become a key feature on the HSE calendar for the team in Macae. A series of workshops/lectures take place to promote the importance of safety at home and at work, and is open to staff, contractors and clients. Topics range from personal health issues through to prevention. The team also collected donations of non-perishable food and other goods to donate to local causes (further details on page 31).





### Middle East and North Africa (MENA)

### Overview

MENA remains focused on delivering safe driving initiatives, building on the internal campaign rolled out over two years ago. This year they have introduced the seat belt convincer, raising awareness of the impact of traveling at low speed - and therefore the ramifications for higher speed impacts.

### Safety initiatives



### Seat belt convincer

Successfully introduced and rolled out in Algeria, Egypt and Saudi Arabia.





Over 25% of employees have experienced a 'controlled crash' at 10 kph.



Countries 9

Employees **○** 764



## Regional HSE



Countries 9





### **Asia**

#### Overview

Asia's strong safety culture resulted in a major accomplishment - 5 million manhours without an LTI. This was complemented by a range of further achievements and industry recognised awards, including a number of client commendations.

### Celebrations were held across Asia's regional bases to recognise the LTI-free milestone



LTI-free man hours

5,000,000

Safety and service quality go handin-hand. That is why we have embedded these at the heart of our business success. Recent ISO9001 certifications include:

- Canning Vale, Australia
- Kuala Belait, Brunei
- Kemaman and Kuala Lumpur, Malaysia
- Balikpapan, Indonesia

### Health campaigns



#### **Health awareness**

Education and awareness campaigns:

- Heat stroke
- Stress
- Cardiac care
- Smoking
- Dengue fever
- Zika
- Chicken-pox
- Flu season



### Fruit days

To encourage healthy eating, combined with sporting activities

### Safety initiatives



### Awards and certifications

- Inpex HSE award to the Well Testing team in Australia
- IFAP SafeWay Platinum Award, for Australia
- Positive intervention award from Chevron Indonesia, for the Well Intervention team
- Total awarded the slickline team in Balikpapan 'Best Cermat' (best HSE observation)
- 'Teledan', best company awarded by Chevron in Indonesia

### Regional HSE



Countries 13







### Sub Saharan Africa (SSA)

### Overview

SSA implemented a new HSE campaign which has delivered positive results across the region. This included a strong focus on education and awareness for both personal health and company safety.



**Strong Positive Intervention** (PI) culture – SSA provides one third of Expro's total PI entries

### Health campaigns



### Health and wellbeing awareness day

In partnership with a local health provider and hospital



### **Dehydration awareness**

Aimed towards employees working in hot climates/environments



### Fruit and veg campaign

To encourage positive health choices





### Safety initiatives



### **Good housekeeping**

Focus on good housekeeping, base enhancement and site safety





Awareness workshops



### **Emergency Response drills**

Additional Emergency Response drills and role play exercises were conducted in every country within the region. The team in Angola simulated:

- Base exercise
- Client drills





in multiple locations

### Regional environmental campaigns

**Expro is committed** to preventing harm to the environment, while promoting environmentally sustainable practices across its global operations.



### Middle East and North Africa (MENA)



### **Environment improvements**

Employees in Algeria landscaped the areas around the office, accommodation and canteen. Key initiatives included constructing shades within the accommodation block to reduce thermal loading and in turn, decrease reliance on air conditioning. The success of this has inspired teams and colleagues in Saudi Arabia who are looking to replicate this.

















### Asia





### Recycling

Improved recycling collections for paper and cardboard, which is delivered in partnership with the environmental agency, SERNAPAN. By proactively recycling non-hazardous waste, associated costs are now zero, which in turn helps pay for efficient waste management. The team has been recycling PET and cans to help a local community project (further information on page 30).



The team in Mexico continues to participate in the Hewlett-Packard (HP) Planet Partners campaign, which facilitates a return and recycle service for ink and toner cartridges.

#### **Assessment**

Environmental impact reviews were carried out in Malaysia/ Vietnam (Kemaman, Vung Tau and Labuan), Thailand (Songkhla, Sattahip) and India (Kakinada).





### CIS (ECIS)



### North **America**



#### **Assessments**

Europe

Energy reviews at our Aberdeen and Great Yarmouth sites identified areas of improvement with respect to energy usage and carbon footprint.

Successful recertification of ISO 9001, 14001 and OHSAS 18001

#### **Assessment**

Introduced a database to log all chemicals and safety data sheets. This also encouraged the sourcing and substitution to more environmentally friendly alternatives.

### Regional social and community focus

Our values not only drive the way we work, they also influence the range of community programmes we support in the local areas in which we operate.

Across our global operations, we participate in a diverse range of community engagement activities which align with the company's values.



# People – skills and personal development

Forging partnerships to enhance the quality of and access to personal, education and training development

Expro has a long-running commitment to developing people, providing training and mentoring to enable personal development. In line with inspiring the next generation, recent activities have seen Expro's young professionals in the spotlight, delivering projects that support young people in education and empower them to make positive decisions about their future.

Within ECIS there has been a continued focus on industry collaboration. This includes an acting engagement with:

- Oil and Gas Authority (www.ogauthority.co.uk)
   Supply Chain and Exports Task Force
- Oil & Gas UK (www.oilandgasuk.co.uk)
   Board member
- Oil and Gas Industry Leadership Group
- The Oil & Gas Technology Centre (www.theogtc.com)

The company hosts a range of student internships and placements. This included Shannon from Aberdeen, who joined Expro for five weeks in order to hone her communications skills.

Shannon's blog showcases a week-byweek account of her experience and can be found on the Expro website - https:// www.exprogroup.com/media-hub/blog/



Expro has also hosted a range of school students, as part of its commitment to 'inspire the next generation' and integrate schools engagement within our business events.



### Regional social and community focus



## Performance – innovative and support

Supporting performance through innovation, academia and sport – with a strong emphasis on young people

Our recent focus has been on developing young people to fill the skills gaps within the oil and gas industry.



Chris Stewart, from the Group Engineering team in Aberdeen, UK, is an avid champion of 'inspiring the next generation'. As well as being a committee member of the Aberdeen Chapter of the Society of Petroleum Engineers (SPE), he is also on the Young Professionals (YP) committee. Not only has he participated in the Emerging Engineers Forum, an event which gives YPs the opportunity to speak and engage with leaders and experts in the oil and gas industry, he has also been key in setting up and developing the Simplified Series. These free events discuss topics within the industry to encourage the development of people and knowledge sharing to improve the future of the industry.



Brenda Graham from the Group Engineering team in Stirling, UK, is an active STEM (science, technology, engineering and maths) ambassador. She visits Larbart High School to encourage young people to onsider STEM subjects.

One girl wasn't interested but I established she wanted to be a beautician. I asked if she would open her own salon? "Yes" she replied, so I started talking about maths. Well, if you have your own salon you will need to set prices and do your accounts! The light bulb turned on; result!





Now an annual event, the SPE Young Professionals visited our Fluids Analysis Centre in Reading, UK, as part of the Pressure, Volume, Temperature (PVT) Knowledge Day.



Regular fundraisers, Charles McHardy and Chris Stewart from Group Engineering in Aberdeen, UK, cycled 180 miles, in only two days, taking part in Ride the North 2016 in aid of Maggie's Cancer Care Centres. They beat their original target by a whopping 214% and were in the top 3% of fundraisers for the entire event!

Money raised £2,500



over £725 for a local cancer charity who

help support the family of a close friend.

Money raised

£1,500+

### Regional social and community focus



### Partnerships – environment and sustainable development

Providing community-based support to people and the environment

Expro's employees are passionate about supporting charitable causes in their local areas. There are a widerange of organisations that our teams support, as well as a diverse range of methods in which they do so.

Efficient recycling by our team in Mexico has had a significant impact on their environmental footprint. By recycling polyethylene terephthalate (PET) and cans, they have raised funds to support a local community initiative, allowing them to provide aid to a church in Bellote, Tabasco.

In the UK, the team supported Hearing Dogs for Deaf People, in recognition of schoolboy Daniel whose father works for Expro. He wanted to raise awareness of the charity's fundraising drive, as they receive no government funding and rely solely on personal contributions.



Now in their fifth year of support, the Meters team in Wallingford, USA, now make volunteering for Habitat for Humanity an annual event. Colleagues also continue to support the non-profit organisation, which is dedicated to the elimination of poverty and substandard housing.

The team are immensely proud of their contribution and commitment to the local New Haven community.





The annual SIPAT (Semana Interna para Prevention de Acidentes de Trabalho or international week for occupational accident prevention) invites colleagues to make donations of nonperishable food when they attend health and safety events (further details on page 18). The team were proud to make their donation to Casa do Idoso (House of Elderly), a nursing home for senior citizens in Macae. Brazil. In addition to this, they also made a donation to a local children's home.







### Money raised

£3,200+

Expro sponsored a fundraising event for Combat Stress, a charity which supports ex and current soldiers who suffer from Post Traumatic Stress Disorder (PTSD) and mental illness, at the British Garrison in Brunei.



Expro initiated care packages for deployed US military personnel. This is a cause particularly close to a number of our employees as the company employs a variety of ex-forces personnel.

### Values and behaviours

### Expro's values and behaviours are embedded in all we do. Our employees have embraced our values, developing seven behaviours that drive the way we work.



Terry Charleton Global Account Manager, Global

Aberdeen, UK

Terry is a Global Account
Manager for Expro, responsible
for two major international clients.
The role harnesses his natural
people skills to develop the
long-term business relationships
we have established over 15+
years, identifying new areas for
partnership and collaboration.
This involves a great deal of
domestic and international travel,
which Terry embraces as part
of his passion for adventure!

One of Expro's long standing employees, Terry joined the company over 20 years ago and has held a range of client facing positions. He firmly believes that the company's key differentiator is its people. "We have a great group of people who work endlessly to deliver an exceptional customer service to our clients around the globe. Our success has been driven by our continued commitment to developing long-term relationships with our customers resulting in repeat business."

Due to the diversity of the role, Terry has first-hand experience in going the extra mile, and has passed this on to the next generation of talent by supporting a range of initiatives. This includes his ongoing support of the Society of Petroleum Engineers (SPE) Aberdeen chapter and Young Professionals, which he has been involved with for nearly a decade.

Outwith work, his passion for sport, music and film location sets takes him far and wide. During his holidays, he often heads back to Northern Ireland to the Game of Thrones location set, dragging his family across fields and beaches to get a glimpse of the set.

To be successful we need to ensure we rise above our own ambitions, ensuring we win as a team.



Felicia Amalu Senior Well Engineer, ECIS

Aberdeen, UK

Felicia joined Expro in 2012 as a Senior Well Engineer and has developed her experience across a range of engineering and optimisation projects. As part of her recent role, she is focused on delivering a range of well engineering studies globally, ranging from high pressure high temperature (HPHT) well analysis in Europe, through to perforation modelling and gun system comparisons in North Africa.

After joining the company, she wanted to continue her learning and development in order to progress her petroleum engineering career within the company. Sponsored by Expro, she embarked on an MSc programme at Heriot-Watt University, and is due to graduate in 2019.

Felicia enjoys applying both her academic and practical experience, to solve client challenges that require a more holistic approach to e.g. production optimisation. "Rather than focusing in on the problem, I like to track the issue back to the route cause and effects in order to completely address it. At the same time, we can often give suggestions to our customers to optimise and improve the end result, which is a good result for both parties."

Balancing Felicia's career has become more difficult since becoming a mother of three young children, while also balancing her passion for her Church and choir. However this is something she truly embraces and enjoys, thanks to the support of her family.

Between work, family, academia and singing, I need to apply all my organisational skills and motivation!



Donald Horsfall Global Sales Manager, Global

Aberdeen, UK

Donald's role in our Wireless Well Solutions business has seen him actively involved in promoting the company's new long-term wireless monitoring technology, designed to monitor abandoned and suspended E&A wells. This reflects the market focus shift from E&A to late life of field and well abandonment, ensuring the company is closely aligned to these evolving technology demands.

Donald has over 10 years' experience working for Expro and has developed an extensive industry network. It left him ideally positioned to work alongside the team in holding discussions with a range of well abandonment specialists, to identify the industry need for a long-term well integrity monitoring solutions, allowing them to make informed decisions on well abandonment.

"One key challenge for Expro was to extend the life of our system from five to seven years in order to meet regulatory guidelines for plug and abandonment applications. However this investment in innovation now means our CaTS™ technology can allow key operational decisions to be made, changing the previous rig-intensive approach while delivering a more cost effective wireline-based solution. In some instances, delivering millions of dollars in savings."

Donald's passion to succeed is clear in his personal pursuits, which involve a range of sporting activities. He is married with two children and enjoys involving them in hill-walking and paddle boarding.

These developments were only made possible by the open approach taken by operators to share their universal challenges, allowing us to invest in solutions that were driven by them.



Kay Marshall
Global Communications and
Marketing Manager
Aberdeen, UK

As Global Marketing and working, so it's important that we

Communications Manager,
Kay's role is extremely diverse;
managing everything from
branding, sales marketing and
design, through to employee
communications, media relations
and events. While the role can be
very demanding, Kay enjoys one
underlying aspect that underpins
them all - the value that clear
communication can bring.

2012, the role has exposed Kay to a diverse range of countries and cultures - often highlighting the need for different business approaches. "One of my first business trips with the company was to Brazil, where we'd been in discussions about our local marketing. While I was initially uncertain on the best approach, after meeting with the local team and attending some client meetings it became clear why we needed to look at this from a different perspective. Every country has a different culture and therefore a different way of

Since joining the company in

understand and embrace that."

Kay believes that a strong

Kay believes that a strong network has helped to support her career and believes passionately about returning that through her role. This includes a range of in-kind support and mentoring, to encourage the next generation of young professional, including Offshore Europe's 'Inspire' programme, SPE Young Professionals chapters and a range of school engagement partnerships.

In her personal time, Kay and her husband are both avid fitness enthusiasts and gardeners, both of which allow her to switch off after a busy day.

Irrespective of what type or scale of project you're working on, an effective communications plan is key to ensuring the best possible success.

For more employee profiles visit our blog at exprogroup.com/ media-hub/blog



Champion safety
We strive to be at the forefront of safety, in everything we do



Be accountable
We take responsibility and pride in our actions



Embrace teamwork
We work together to deliver an
excellent service – we coach
and learn from others



Communicate effectively
Effective communication is
key. We share information and
respect everyone we work with



**Seek innovation**We inspire and innovate to seek out solutions for every challenge



Partner customers

We build and sustain high value partnerships with our customers and colleagues



**Deliver quality**We focus on delivering operat

### Ethics and conduct

# Expro has built an enviable reputation for reliability and integrity, delivered through a clear ethics and conduct policy.

#### What it means

Compliance means doing our business within the principles and spirit of the Expro Code of Conduct. It's inherent within everything we do, ensuring we choose the right way to carry out our duties – every day. It means being honest, trustworthy and reliable, protecting both our individual and Expro's reputation.

### Compliance is good business

Expro has built an enviable reputation for integrity. We firmly believe that our integrity will have a positive impact on our people, our business, and the societies wherever we are operating. We will only win business and continue to have successful relationships with all of our stakeholders if we can maintain this reputation in everything we do.

We can build on the achievements we have made over the past years and will maintain a culture of compliance as well as a programme based on best business practices.

All employees:



complete Expro's compliance training on joining the company



undergo refresher training every 2 years as part of their learning and development plan Policies and directives



**Anti-bribery** 



Conflict of interest



**Business conduct reporting** 



Political and charitable donations



**Entertainment and gifts** 



Third party due-diligence





For more information on Expro's commitment to corporate social responsibility, please visit our website:

#### www.exprogroup.com/csr

Expro is proud of its health and safety track record, consideration for the environment, and partnerships with the communities in which we work. Our activities can be followed on LinkedIn, Facebook, Twitter and Instagram.









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