



Corporate
Social
Responsibility
2015 – 2016



People

Our people are at the heart of our success. We recognise the value of our people and are committed to providing the working environment, encouragement and personal development required to meet our goals.

Performance

Getting it right first time, every time. We are passionate about safely delivering excellent quality customer service. We embrace teamwork, individually and collectively assuming responsibility for delivering the highest standard of service in the industry.

Partnerships

We listen to our customers and build relationships to understand their needs and innovatively apply, adapt or develop our technologies and services to provide timely and effective solutions.

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Corporate social responsibility

Our continued commitment



Mike Jardon
Chief Executive Officer

One of the things that impresses me most about Expro is the safety ethos. Our house rules are critical in driving our safety performance.

I am delighted to introduce my first corporate social responsibility (CSR) report as CEO. As the company continues to grow, I remain inspired at our employees' commitment to safety, the environment and the communities in which we operate.

Safety is our highest priority at Expro. One of the things that impresses me most about Expro is the safety ethos. Our house rules are critical in driving our safety performance. From a personal point of view, you have my complete commitment to safety, helping ensure that every person goes home to their families safe and unharmed each and every day. Despite the ongoing market conditions, our strong culture has delivered the highest standards of safety performance this year. This is demonstrated through our industry leading HSE performance, as well as a range of awards and client commendations highlighted throughout this report (pages 8 – 21).

However our customer feedback does not stop there. Expro's third Voice of the Customer Survey was conducted this year, providing an insight in to our clients' experience of working with us. This provides us with detailed feedback ranging from overall satisfaction levels, through to the quality of our employees, health and safety, products and services, technology and operations. This year we received 20% more feedback than previous surveys, with 46% stating that our operational performance continued to improve and 45% said that our HSE performance had also improved.

Furthermore, over 90% said that our employees' competency and behaviours were good or excellent. However we are not complacent and recognise there are areas we can improve on, with a strong emphasis on our technical competency and pricing of products and service.

Expro's employees are key to achieving this, which is why we have undertaken a second employee survey. Nearly half of our workforce took part, providing valuable feedback on our values and behaviours, alongside levels of job satisfaction. I am delighted to see that our values and behaviours are highly embedded across the organisation, with Champion Safety scoring highest at 94%. Overall job satisfaction levels also increased slightly to 89%, with strong working relationships ranking highest. However once again we do not take this for granted and recognise that we must continue to build on key areas such as effective communication and innovation.

Our commitment to team work is something that feeds through in to our community programmes and initiatives. From skills and personal development, through to innovation, academia and sport – we have continued in a range of initiatives across our global operations. In particular, we have delivered a strong focus on supporting and inspiring the next generation of talent to deliver their fullest potential (pages 26–29).

I'm very proud of what we have achieved this year and would like to thank everyone at Expro for their continued commitment and support. I look forward to sharing more of these achievements as we maintain our commitment to CSR in the years ahead.

Mike Jardon

From a personal point of view, you have my complete commitment to safety, helping ensure that every person goes home to their families safe and unharmed each and every day.

Our global footprint

A global and multicultural organisation

Employees
>4,300

Countries
50

Nationalities
>70

North America



Employees

530

USA (Texas, Louisiana, Alaska, Connecticut, Oklahoma, Pennsylvania, Maryland, Virginia, Colorado, California, Wyoming, North Dakota), Canada

Latin America



Employees

329

Brazil, Mexico, Bolivia, Argentina, Columbia

Asia



Employees

769

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

Middle East and North Africa (MENA)



Employees

475

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

Europe CIS (ECIS)



Employees

1,458

UK, Norway, Netherlands, Kazakhstan, Azerbaijan, Russia

Sub Saharan Africa (SSA)



Employees

804

Angola, Nigeria, Ghana, Gabon, Congo, South Africa, Cameroon, Kenya, Equatorial Guinea

Health and safety

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

It's vital that our employees are provided with a working environment that ensures they return safely to their families, each and every day.

In July 2015, the Champion Safety campaign was launched to reinforce the value and importance we place on utilising our proactive safety tools in Expro, and keep us safe in the workplace. This initially focuses on delivering Champion Safety workshop training to all employees – featuring compelling testimonials from employees explaining the importance of safety. A range of supporting posters, videos and materials are also available to promote and embed across the organisation.

In the coming year we are also developing a range of dedicated campaigns across our offices and workshops, as well as



Employees trained

2,070

completed Champion safety in reporting period 01 April 2015 to 31 March 2016

recognition programmes and awards. By reinforcing the value and importance we place on proactive safety across Expro, it has successfully re-energised our strong safety culture across the organisation (pages 12–21).



Various print and digital awareness materials were produced to support the campaign



Be accountable



Name: **Thanawat Rongklad**
Job title: **Operations Manager**
Base: **Bangkok, Thailand**
Nominated by: **Keith Palmer, President EPTI**

Thanawat recently traveled from Bangkok to Expro's base in Sattahip for a meeting with clients to witness the testing of a new set of equipment before it was sent offshore. During the trip, Thanawat noticed that there were safety issues with the van being used and took responsibility for arranging alternative transport to ensure our clients and his fellow colleagues reached their destination safely.

Keith Palmer explains: "The trip takes about 2.5 hours and Thanawat had arranged to rendezvous with the transport van carrying the clients and Expro personnel at a highway rest stop on the outskirts of Bangkok before moving on to Sattahip.

"When the van arrived, Thanawat stopped the trip straightaway as he noticed the van did not have seatbelts in the passenger seats. He then arranged for our clients and an Expro representative to travel in his car, organising a car to come from Bangkok and meet them to take the rest of the group to the base, which was still well over an hour away.

"For me, this took real confidence and commitment on Thanawat's part to shut down this operation with important clients and send the van back to the provider. He also set aside the inconvenience and expense to wait for a car to come from Bangkok. It is truly refreshing when a manager sets an example for staff such as this.

"Thanawat and the entire Thailand operational team continue to exhibit Expro's core behaviours in all that they do – taking accountability for their actions, partnering with our customers and continuing to champion safety."



Our uncompromising stance on safety is one of the key reasons why Expro retains a strong and loyal customer base. Alongside the feedback we received from our Voice of the Customer Survey, we have received a number of commendations this year, both for the quality of our operations and the highest standards of HSE performance.

Voice of the Customer #3



Feedback visualisation

eni safety award

For the second year running, Expro received the eni safety award for the highest standards in safety. The judges based their decision on the company's exemplary safety record, including no LTIs during 535,000 hours worked for the company. Expro has been working with eni for over 10 years, including a range of operations in West Africa.



LTI free man hours

535,000

Royal Society for the Prevention of Accidents (RoSPA) award



For the 11th consecutive year, Expro has won the President's Award for Safety. This award recognises Expro's commitment

to continuous improvement in health and safety across the business. The judges consider entrants' overarching occupational health and safety management systems, including practices such as leadership and workforce involvement.

Expro is proud to have been selected for the President's Award once again, following many years of safety success with RoSPA. We are fully committed to the continual improvement of our health and safety management processes, with our employees fully embracing our 'champion safety' culture in all aspects of their work.

David Ford
Group HSEQ Manager

Health and safety statistics

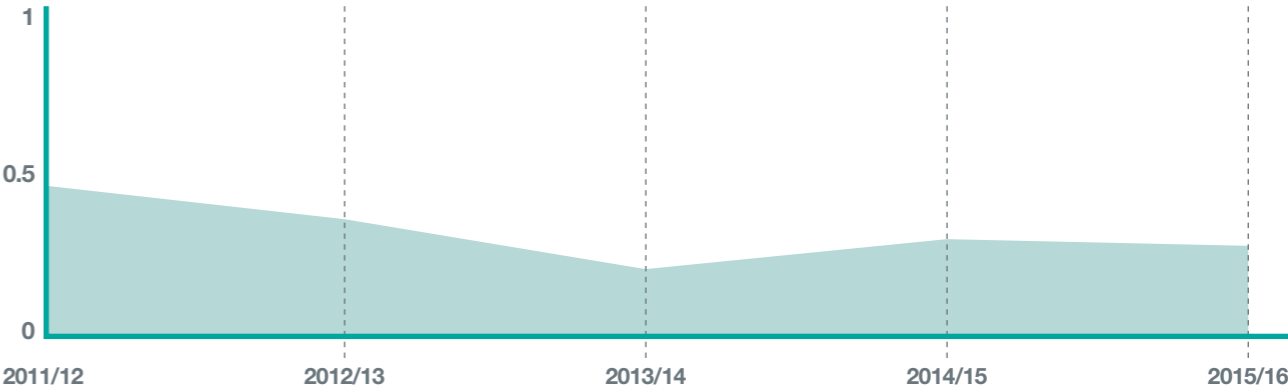
Overall HSE performance				
2011 – 2012	2012 – 2013	2013 – 2014	2014 – 2015	2015 – 2016
Fatalities	Fatalities	Fatalities	Fatalities	Fatalities
0	0	0	0	0
Lost time injuries (LTI)	LTI	LTI	LTI	LTI
8	5	3	4	3
Restricted work day cases (RWDC)	RWDC	RWDC	RWDC	RWDC
11	19	17	13	5
Medical treatment cases	Medical treatment cases	Medical treatment cases	Medical treatment cases	Medical treatment cases
1	10	3	2	2
Lost time incident frequency (LTIF)	LTIF	LTIF	LTIF	LTIF
0.46	0.36	0.21	0.30	0.28
TRCF	TRCF	TRCF	TRCF	TRCF
1.37	2.45	1.60	1.40	0.95

Figures taken from each financial reporting year

Lost Time Injury Frequency*

Expro LTIF = 0.28

Figures taken from each financial reporting year



*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).

Expro’s House Rules



Wear and maintain the appropriate PPE



Always follow safety sign information



Use the right tool in the right way for the job



Keep work sites clean, tidy and obstruction free



Follow procedures, permits and risk assessments



Always wear vehicle seat belts and never use a mobile phone, radio handset or hands-free device while driving



Hold the handrail on the stairs and maintain three points of contact on ladders



Use correct manual handling technique if manual handling cannot be avoided



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



Maintain awareness of the work environment around you

Global health and safety statistics

Europe CIS (ECIS)

Countries
6

Employees
1,458



Overview

Continuing to build on the hard work of previous years, Europe CIS have achieved a number of safety milestones across its operations. This is thanks to the commitment of all employees in delivering a range of supporting health and safety initiatives throughout the year.

Project LTI free years

13.5

Almaty and Aksai bases
Kazakhstan

8

Den Helder base
Holland

5

Bergen base
Norway

Health campaigns



Blood donations

83
employees donated



Flu vaccinations

>100
winter vaccinations provided



Health awareness

Anaphylaxis awareness
presentations by the occupational nurse to ensure support for colleagues at risk of severe reactions

No smoking day
clinics held by the occupational nurse

Safety initiatives



Champion Safety

380
people trained



Monthly safety meeting topics included:

- hand, arm and vibration syndrome (HAVS)
- safe driving
- hand safety

North America

Countries
2

Employees
530



Overview

North America continues to focus on maintaining its high standards of safety, particularly given the breadth of challenging environments – from the harsh winter conditions in Alaska, through to the heat of Broussard, Louisiana.

LTI free years

4

North America land team

Health campaigns



Occupational health bulletin

monthly health and wellbeing topics



Blood donations

>40
donations over a year on a quarterly basis

Safety initiatives

- ‘Show and tell’ every Wednesday in Broussard – supporting Champion Safety whereby each week a well test employee is assigned to research a topic regarding their job (safety or operations) to share knowledge and proactively understand the key components which could lead to an incident
- Emergency response exercises – in the workshops
- Safety & service quality education – monthly and quarterly presentations delivered by the region director and senior HSEQ manager (450 employees)



“This shows that the culture we as a company have grown; really shows up to our clients in a positive manner. Great job by Rene and really the entire Expro crew for practicing what we all preach.”

Dean Garle, Operations Supervisor

Rene Lucier, Well Test Supervisor, Newfoundland earned a safety leadership award for his outstanding performance on an extremely challenging offshore operation. Rene demonstrated his commitment to safety and teamwork, involving his crew in hazard identification training to address safety improvements, while communicating lessons learned to the broader Expro team onshore. His work was recognised by the client’s safety committee, who vote each month to acknowledge and reward an individual who has adopted their core values.

Regional health and safety focus

Latin America

Overview

Alongside a range of comprehensive health and safety campaigns, the region have continued their efforts to complete the Champion Safety training workshops in all Latin America bases, ensuring that all employees continue to work in a 'safety first' culture.

Health campaigns



Dengue prevention campaign

Feb – Mar

hazard hunting was introduced to prevent potential breeding areas in Expro bases



Cancer awareness

240

participated in Pink October (breast cancer awareness) and Blue November (prostate cancer awareness) – a programme of presentation to raise awareness in Macaé

Safety initiatives



Carnival safety tips

50

employees delivered safety tips based in Catu and Mossoró in January to prevent injuries and accidents (in Brazil, this is known as one of the biggest catalysts for injuries!)

Countries
5

Employees
329



Now an annual event for the team in Latin America, SIPAT week ('international week for labour accident prevention in the workplace') in October, saw around 240 employees in Macaé take part in a series of events to promote the importance of safety at home and work.

Covering personal health issues and accident prevention, a series of presentations were delivered to employees, who in turn were invited to make a donation of non-perishable food for Casa do Idoso (House of Elderly). Workshops and sessions included:

- Champion Safety workshops
- MoveSMART training
- how behaviors can impact our safety
- nutrition, diet and risk factors
- sexually transmitted disorders
- environmental impacts
- education in traffic and safe driving
- Pink October/breast cancer prevention
- balancing quality of life
- weight lost 'slim down' contest



Employees
participated

240



Food
donated

744kg



Regional health and safety focus

Asia



Countries
8



Employees
769



Overview

In April 2015, Asia celebrated four million man hours without a Lost Time Incident (LTI) – this was surpassed in February 2016 following five million man hours LTI free. The region used this as a milestone to launch their new HSEQ Recognition and Reward Programme for employees to celebration and champion initiatives across the business.

LTI free man hours

5,000,000



The HSEQ Recognition and Reward Programme aims to recognise staff on a monthly, quarterly and annual basis who champion safety, commit to safe operations and run successful HSEQ initiatives. Prizes have been awarded for a variety of actions, for example:



Dropped objects

positive interventions undertaken to avoid potential dropped objects



Stop work intervention

- for using the correct/certified lifting equipment
- for rigging up air compressors

Thanks to a strong health and safety culture, the region have also celebrated several other achievements:



job performance report
Indonesia, Eni Muara Bakau BV



LTI free years (Dec '15)

4

Balikpapan, Indonesia



Awards and certifications

- Australia:**
- received the Platinum Achievers Award from the Industrial Foundation for Accident Prevention (IFAP)
 - awarded the INPEX 180 Day Safety Plan Award at the INPEX CEO Safety Sessions
 - obtained recertification of ISO 9001, ISO 18001 and AS4801 in Canning Vale

- India:**
- recognised by Reliance for contributing to their milestone of 381 days LTI-free

- Malaysian & remotes, and Indonesia:**
- ISO9001 recertification

Health campaigns



Flu vaccinations



Healthy living

Promoted through the delivery of fruit boxes and encouraging exercise days



Quit smoking campaigns



Health awareness sessions

Staff sessions included topics such as: mental health issues; drug and alcohol misuse; blood pressure; haze (specific to Singapore's environmental issues); typhoid; diabetes; eye infections; disease transmission during rainy seasons; noise hazards; heat stress/hydration; Zika Virus

Safety initiatives



Time out for safety



Inaugural HSEQ Recognition and Rewards Programme



Repetitive strain injury

Regional health and safety focus

Middle East and North Africa (MENA)



Overview

The Middle East and North Africa (MENA) region has continued recent health and safety campaigns, with continued investment in Champion Safety training and MoveSmart workshops. This strong safety culture has contributed to the team benefiting from a year with no LTIs.

This was evident in October, when an operations team in Saudi Arabia were recognised during the site's quarterly safety inspection for their safety achievements. Although they have received recognition in the past, this was the first time the crew received an official commendation from the client.



In February, the region's senior management team attended Maersk Oil Qatar's Incident Free Workshop, an initiative similar to Expro's Champion Safety. The purpose of the workshop was to collaborate and build an incident free designed alliance. This was completed successfully, and was followed by a program of workshops for employees in Qatar, with 25% of the team completing it in the first month alone. This will continue as a key focus area for the next reporting year.

Driving standards

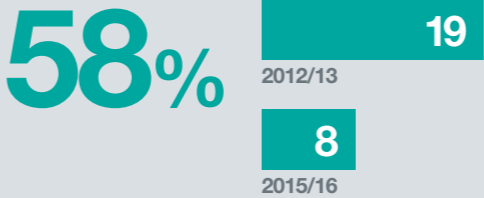
A key issue in the region is driving standards. Following a peak of vehicle incidents in 2012/13, the team have invested in a program to reduce incidents by raising the standard of driving.

The team have a dedicated defensive driving instructor, who has trained approximately 75% of employees in the region, which has also benefited their families by sharing the principles and also applying the techniques outside of work.

Engagement with third party drivers has also been an important part of the initiative as contractors and third party drivers have also been trained.



Reduced vehicle accidents by



Health campaigns



Heat stress awareness during Ramadan



No smoking campaign in Egypt

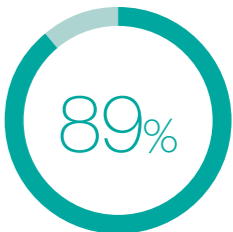


Access to general health checks by local doctors

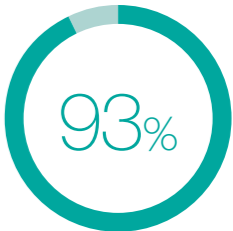


Weight loss campaign

Safety initiatives



Champion Safety
89% of employees completed the training



MoveSMART
93% of employees completed the training



Hand safety poster campaign rollout

Regional health and safety focus

Sub Saharan Africa (SSA)



Countries
9



Employees
804



Overview

Sub Saharan Africa (SSA) have implemented a robust programme of activities across the region, tailoring their health and safety approach to meet the needs of the unique environments across the countries they operate.

Moving forward, the team will launch their own Safety and Behaviour Awards in the near future. The goal of the awards process will be to highlight established HSEQ strategies, promote a positive safety culture and motivate staff by rewarding employees who champion safety in their daily work, contributing to top safety performance. The awards are split into three categories:

- Best ‘Champion Safety’
- Best ‘Deliver Quality’
- Best team effort

New in-vehicle monitoring system (IVMS)

The region also implemented a new in-vehicle monitoring system (IVMS), which has been fitted to all vehicles to reduce safety events. Through an easy installation on-board, Expro can keep track of all mobile assets and vehicles 24/7 with computers or smart phones. In the case of an emergency, the system can trigger a panic alarm or remotely disable a vehicle.



Reduced average
kph speed

65
42



Reduced
mileage by
approximately

40%



Reduction
in fuel
consumption



Lowered
operational
risks



Emergency response exercises

The team have had a proactive approach in considering their response to any incidents. An emergency response drill was carried out in the Port Harcourt Base (Nigeria) in September, in partnership with International SOS, our medical and travel security assistance partner. During a planned scenario, the response was assessed and exceeded all expectations. The drill tested all parties and systems successfully. Areas of further improvement were also identified to enhance existing procedures and protocols. The aim is to have achieved one of these role play exercises in every country within the region.



Health campaigns



Malaria awareness

campaign focussing on awareness, training, and cleanliness of our bases in Cameroon



Health awareness

- malaria and heart health awareness in Cameroon
- prostate cancer awareness in Ghana
- cholesterol, glucose, blood pressure, BMI checks and general health awareness in South Africa

Safety initiatives



Emergency response training



Safe driving presentations



Snake advisory campaigns



Dropped objects

hazard hunts and awareness across all locations to reinforce the importance of safety

Environmental overview

Expro is committed to preventing harm to the environment, and promoting sustainable practices and performance, which is embedded within our culture of being a responsible, global organisation.

Our performance

Latin America



Recycled waste

23.2

tonnes of recycled material



12.4

tonnes of hazardous waste



1.5

tonnes of paper



Electricity (Kwh)

342,130



Landfill waste

6.84

tonnes of inert waste to landfill

↓12.58%

↓48%

ECIS (UK)



Recycled waste

209.64

tonnes of recycled material



145.6

tonnes of wood, paper & cardboard



44.8

tonnes of hazardous waste



4.41

tonnes of paper cups/towels



0.53

tonnes of food compost



Landfill waste

79.85

tonnes of inert waste to landfill

↓12.5%

ECIS (Norway)



Recycled waste

138.8

tonnes of recycled material



23.2

tonnes of wood, paper & cardboard



0.95

tonnes of office paper



45.8

tonnes of metal



0.50

tonnes of plastic



67.3

tonnes for treatment

Asia



Electricity (Kwh)

1,452,021

consumed



Diesel fuel* (litres)

6,163

consumed



Water (litres)

4,714,516

consumed

* Diesel fuel used for generators, compressors and forklifts, but not used for road transport vehicles

Regional environmental campaigns

Europe CIS (ECIS)



The Aberdeen team undertook an energy saving efficiency campaign to make everyone more accountable for the environment, saving both energy and money:



Power usage

Leaving laptops, PCs, monitors and printers on standby uses 10% of the electricity that they use when fully switched on.

The team also undertook to fit timer switches on vending machines to reduce unnecessary power consumption, which also creates an annual saving of approximately £4,000.

Energy Saving Opportunity Scheme (ESOS) assessments were carried out, following registration with the Environmental Agency at the end of 2015:

- ESOS is a mandatory energy assessment scheme for organisations in the UK that meet the qualification criteria, administered by The Environment Agency, UK
- Assessments every four years include audits of the energy used within building, internal processes, and transport, to identify cost-effective energy saving measures



ISO 14001 / ISO 18001

Compliance audits continue to be carried out on a yearly basis across all sites with findings now being reduced due to raised awareness within the sites.

Latin America



Hewlett-Packard Mexico recognised Expro for its environmental awareness as part of HP Planet Partners. Triny Baeza (Supply Chain) and Lazaro Santos (HSE), both based in Villahermosa were presented with the award.

The program consists of storing and returning empty HP laser jet toner cartridges as special management waste. Employees in the supply chain and HSE teams led Expro's involvement and were recognised for their commitment.

Asia



Assessments

Asia's major operating bases have undergone an environmental assessment and developed a response plan, scheduled to be complete by FY16.



Environment

The team in Kakinada donated 30 saplings to their local church, in support of World Environment Day:



Award

In India, the team received the Go Green Leadership Award for their consistent collection of Tetra Pak cartons.

Middle East and North Africa (MENA)



Environment

The Expro team in MENA are looking forward to taking part in an environmental protection initiative in Algeria - they were asked to participate in a large coalition to clean and protect the environment where they live and work around the Hassi Messaoud area.

This will be the first time Expro will have taken part and further strengthens Expro's commitment to protecting the environment.



Assessments

Environmental impact assessments have taken place in Algeria, Egypt and Saudi with action plans seeing improvements in: chemical storage; identification and segregation of waste streams; more responsible waste collection; bunding and inspection of diesel storage tanks; and training/awareness sessions for contractors.

Sub Saharan Africa (SSA)



Project completion

Projects have been complete in Nigeria, South Africa, Ghana and Angola to meet local government regulations for environmental management - the scope of work has included environmental impact assessments involving soil and air pollution sampling, noise assessment, water quality testing, chemical/drainage, effluent testing and waste management.



Award

In countries that have gained certification, we aim to maintain environmental standards effectively whilst working towards accreditation in remaining areas the region is currently seeking Environmental Protection Agency accreditation for locations by country.

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. In particular, Expro’s recent focus has been on developing young people and inspiring the next generation to fill the skills gaps in the workforce within the oil and gas industry.



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 the inspiring the next generation, recent activities have seen Expro’s young professionals in the spotlight as well as supporting projects that support young people in education to empower them to make decisions about their future. Some examples include:



Rene Wichman, Workshop Foreman based in Bergen, Norway, won third place in the country’s Young Leaders (Arets Unge Ledere) competition. Competing against 120 candidates, Rene was commended by the judges for his excellent leadership skills, despite his relatively young age.

The competition involved personality and ability tests to discover candidates with essential leadership qualities, surveys were also sent to candidates’ managers and subordinates to gain job performance feedback, and a half-day leadership simulation challenge.



Expro is proud to sponsor two children in the “Educate a Child, Build a Nation” scheme. The initiative, led by Information City and partners, draws on the values of humanity compassion and interdependence held by the people of the UAE and government. It aims to provide courses to teach and expand the horizons of knowledge of young people to make them computer literate through a simple and controlled education plan. In addition to this, it can also realise dreams of those who cannot own their own laptop to assist them in their studies.

Having supported this initiative for two years, the team would love to commit more to this initiative, not just a financial contribution, if possible in the future.



Dylan Johnston joined Expro in 2011 at the age of 16 as part of the modern apprenticeship scheme. It included a SVQ level 2 and 3 in Engineering Technical Support (Engineering Drawing), HNC and HND in Mechanical Engineering. He also attended MeTECH training, in addition to attaining an HNC in Mechanical Engineering from Forth Valley College.

This year he received added sponsorship and a HND from Expro due to his hard work and excellent results from college. He now works for Expro’s DST product line as a designer.

Lorraine Quinn, Lead Designer, presented him with his certificate commenting: “The quality of his work throughout his training has been excellent and he embraces new challenges with ease. His attitude to learning has seen him develop rewarding relationships with his peers.”

The team in Ghana are supporters of the University of Ghana, and presented a donation of 10,000 GHS to enable the university to obtain the necessary resources to continue its work.

In Nigeria, the team area committed to providing annual scholarships. By providing support to the communities in which Expro operate, this year has seen 12 people from the Rumukrushi, Alai/Ebughu and the Onne/Ogu communities benefit.

Regional social and community focus



Performance – innovative and support

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

Aligned with Expro's people and performance values, our primary focus has been inspiring the next generation, launched during Offshore Europe 2015, and further expanded upon throughout the year.



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In the run up to, and during, Offshore Europe 2015, Expro's CEO was appointed to lead the conference

technical programme and spearheaded the theme, 'how to inspire the next generation'. A variety of events and activities were scheduled as a direct result and in support, Expro sponsored the OE2015 Inspire School Programme – the conferences largest ever programme of activities for a younger audience, playing host to school pupils and in interactive classroom workshops.

SPE activities in Aberdeen are supported by Expro. Chris Stewart is an active member of the Young Professionals (YP) committee, where he helps run their Simplified Series – free events which discuss compelling topics within the industry to encourage the development of people and knowledge sharing in order to improve the future of the industry. Expro provide support by means of Chris' commitment, but also through sponsorship of events, as well as a commitment to undertake professional design work pro bono which has recently seen a revamp of their events identity, a new suite of posters and events pop up stands.



In addition to this, he is also a serving member within the main Aberdeen Chapter committee, pulling together the monthly technical programme to facilitate good networks for development and information sharing. Other key activities that Chris has added-value to skills and personal development within the young professional community are as follows:

- Delivered presentations about Expro and the energy industry to teachers and pupils at St Paul's RC Academy following the Offshore Europe 2015 Inspire Programme. He found it to build an on-going relationship with the school, and particularly beneficial to share his career path, tips on getting there, and answering specific questions to discuss the students' aspirations.
- Presented to 14-17 year olds on the energy industry, combined with an effective leadership skills programme to assist in making career decisions. It was incredibly beneficial to them to have someone answer their questions, and some students have had a follow up regarding apprenticeship programmes

To further expand on this partnership with SPE, another Expro young professional has just been appointed Technical Lead for the SPE YP committee for the coming year. Tom Edgar will be responsible for technical events throughout England.



Derrick Klutsey (Drilling and Wells Engineer, PowerChokes) recently volunteered to visit school pupils and talk to them about the oil and gas industry. Originally from Ghana, Derrick joined Expro's Takoradi team in 2010, and has since worked in Aberdeen (UK), and in Huffmeister, (Texas, USA) since September 2015. Derrick is an active member of the Society of Petroleum Engineers Young Professionals (SPE-YP) Gulf Coast Section and regularly engages with other young oil and gas professionals to develop leadership skills to challenge and lead the industry of the future.

Regional social and community focus



Partnerships – environment/ sustainable development

Providing community-based support to help people to help themselves and, thereby, support regenerations/ environmental improvement

continued overleaf

Supporting charitable causes in the areas in which Expro operate has always been a passion of Expro employees. There is a wide-range of local causes that our teams support, as well as a diverse range of methods in which they do so.



Four Expro engineers ran the Edinburgh (UK) Marathon in May in a bid to raise £2,000 for Scottish cancer charity, Maggie's. When the team visited the charity's new centre in Aberdeen they were inspired by the difference made to peoples' lives.



Money raised
£2,000



Donated
10,000 EGP

For the first time, Expro supported Qarun Orphan Day in Egypt, initially set up by Qaran Petroleum Company (a joint venture between Egyptian General Petroleum Corporation and Apache). The team supported the noble cause by means of a donation of 10,000 EGP in May.



Expro's Analytical Data Services team from Chandlers Ford (England, UK), collected £400 of food to donate to Eastleigh Basics Bank, a facility run by volunteers for the local community.



Food collected
£400



The Expro team in Wallingford, Connecticut USA, continue their annual support volunteering for Habitat for Humanity, a non-profit organization dedicated to the elimination of poverty housing. In July, the team were eager to support for a fifth year, and went onsite at New Haven. Without a doubt, the team's positive experience of working together to assist a future homeowner in building or renovating their home has a huge impact.

- The team in action, and undertaking the following activities:
- the clean-up: always important for safety!
 - mixing cement for footings for porches and decks
 - drilling holes for the electrical wiring to run through
 - building walls, raising them into place, and securing them
 - clearing property lines for property surveyor measurements
 - clearing yards of debris, overgrowth, trash, etc.
 - tiling kitchen and bathroom floors
 - installing kitchen cabinets
 - painting, painting, and more painting!
 - moving building materials as needed
 - measuring and cutting of materials/ wood for various projects



Regional social and community focus

continued from overleaf



Staff members across ECIS have used sport as a means of raising money for charity. In August, a team of staff from Aksai were crowned winners of the KPO Summer Football tournament. KPO held the tournament to raise vital funds for the Karachaganak Children's Committee.

September saw staff in Aberdeen, along with pupils from three local primary schools, take part in the annual five-a-side charity tournament in aid of Cash for Kids, which helps disadvantaged children and young people in the North East of Scotland. Money was raised through raffle prizes, a bake sale, and a special visit from ex-Aberdeen Football Club captain, Russell Anderson. This year, the trophy was awarded to the 'Ballitellitubbies', the team from Supply Chain.



744kg of non-perishable food donated by Brazilian Expro employees for Casa do Idoso (House of Elderly) during SIPAT week (see page 15).

The Dubai office make an annual event out of Breast Cancer Awareness month in October, and continued their commitment to awareness raising and raising funds. The ladies joined together to form the 'Think Pink' team and organised 'Expro goes pink'. The purpose of the event was to raise awareness of breast cancer amongst staff, raise money for charity, and to get as many of their male colleagues to wear pink as possible! They raised 3,500 AED for their chosen charity – Friends of Cancer Patients, a UAE charity that supports cancer patients and their families financially, clinically and emotionally through their treatment.



The team in Ghana recently sponsored and took part in the third Run for a Cure Africa, the charity aims to educate, screen, and treat breast cancer. The event took place in October and 21 Expro employees and their family/friends took part:



In November 2015, the Cape Town base held an awards ceremony for their local 'adopted' school in Parrow, who they support year-on-year. The motivational programme was developed to awards the school's top achiever and most improved learner in each grade. By recognising the efforts of the students, the team at Expro hope to encourage students to strive towards improved academic results.



In the spirit of giving during the holiday season, Expro's team in Houston support the US Marine Corp Reserve Toys for Tots, which collects new toys to distribute to children who might otherwise be without. Employees bring in unwrapped toys or donate money to buy gifts, in addition to toys donated by the company. Last year, the team donated a record amount of gifts.

Values and behaviours

Expro promotes three core values within the company – people, performance and partnerships.



People

Our people are at the heart of our success. We recognise the value of our people and are committed to providing the working environment, encouragement and personal development required to meet our goals.

Performance

We listen to our customers and build relationships to understand their needs and innovatively apply, adapt or develop our technologies and services to provide timely and effective solutions.

Partnerships

Getting it right first time, every time. We are passionate about safely delivering excellent quality customer service. We embrace teamwork, individually and collectively assuming responsibility for delivering the highest standard of service in the industry.

Our employees have embraced our values, developing seven behaviours that drive the way we work.



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



Seek innovation

We inspire and innovate to seek out solutions for every challenge



Communicate effectively

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



Partner customers

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



Deliver quality

We focus on delivering operational excellence to all our stakeholders

Values and behaviours – our champions

Partner customers



Name:
Lynn Dawson
Job title:
Client Account Manager, ECIS
Base:
Aberdeen, UK
Nominated by:
Terry Charleton, Global Account Manager

Lynn's role involves a number of business development activities including meeting with clients to discuss ongoing work, looking for new opportunities for Expro's products and services, producing tenders and proposals, as well as conducting 'lunch and learn' presentations.

Joining the company 10+ years ago, Lynn previously worked in the Marketing & Communications department before moving to a business development role in 2012.

In the Voice of the Customer survey, Lynn has been highlighted by clients personally for her customer relations skills. She also recently received an Expro Excel award.

Terry comments: "Lynn always does her best for Expro and our clients, and is very proactive in her approach. She gets on well with her clients and stays in constant communication with them to ensure all work is going to plan, gaining feedback and important information on contracts.

He continues: "Lynn's outgoing personality builds rapport with colleagues and clients. She is assertive without being 'pushy' and cross-sells Expro's products and services when appropriate ensuring efficient solutions are provided for client problems.

"In one example, after developing a positive relationship with a new client, Lynn knew exactly what was required when they came to tender for a project and consequently we won the work."

Seek innovation



Name:
Derrick Klutsey
Job title:
Drilling and Wells Engineer
Base:
Huffmeister, US
Nominated by:
Rick Todd, General Manager – PowerChokes

Derrick is currently seconded to PowerChokes from SSA after working with the PL on his master's degree thesis.

His role involves supporting the business development activities of the PL, and working as an applications engineer to grow PowerChokes' presence in the managed pressure drilling market. He also provides technical support to clients, liaising with the appropriate regional teams to ensure service quality and customer satisfaction.

Derrick joined the local chapter of the Society of Petroleum Engineers on his arrival in the US and attends meetings, events and takes part in community activities.

Originally joining the company in 2010, Derrick previously worked in SSA and ECIS in Well Test and Subsea roles.

Rick continues: "Derrick takes his volunteering responsibilities seriously and is always looking for new ways to encourage his peers and the future generation of oil industry professionals, successfully combining his social activities with his career goals.

Rick comments: "Derrick is a happy and uplifting colleague to be around. He continually goes above and beyond in his daily role at Expro, seeking new ways to tackle projects and provide solutions.

"He is happy to share his knowledge and expertise in petroleum engineering and well development with colleagues across Expro and encourages his fellow team members to see the positive in every situation. Another recent example is when he helped to deliver Champion Safety training at our facility which meant that 40+ personnel did not need to travel to other Expro bases in the region.

"He proactively engages with engineering to further develop and improve PowerChokes technology and links this with business development opportunities to increase market exposure. For example, he has used his own business contacts to begin to spread the footprint of PowerChokes in the SSA region."

"Derrick is certainly an asset to Expro and enjoys interacting with colleagues and clients to find the best solution to any challenge."

Partner customers



Name:
Carolina Uribe Stopkoski
Job title:
Internal Sales Coordinator
Base:
Wallingford, Connecticut
Nominated by:
The Meters team

Carolina's role involves handling sales enquiries and responses for Expro's Meters product line. She supports sales managers in following up with opportunities, handles online inquiries, undertakes market research, provides order support to customers and sales staff, and creates and submits proposals.

Educating clients on our products and technology as well as our commercial applications is an important part of Carolina's partnership with customers. Additionally, Carolina coordinates communication between sales, operations, and manufacturing, providing streamlined assistance - key to maintaining a successful client relationship.

"A native of Columbia and a relatively new Expro employee, Carolina has already put her bi-lingual skills to good use offering assistance in interpretation with our Spanish customer base, putting them at ease when discussing important projects.

Wendy comments: "Carolina communicates between our sales team and customers in order to provide the best possible service by assisting in the transition from inquiry to education of our customer to testing to proposal, right through to the final sales process. Her positive attitude means she truly partners with our customers so they have a helpful main point of contact throughout the entire sales process.

"Since starting with the team, Carolina has not only proven to be an excellent contact for our customers, but is diligent in checking the 'small print' and following up with our in-house teams to ensure clients obtain the best products and services for their needs."

Deliver quality



Name:
Cindy Martinez
Job title:
Sales & Marketing
Base:
Huffmeister, Texas
Nominated by:
John Loafman, Vice President, Equipment Sales

Cindy's core responsibility is for marketing the Equipment Sales (EQS) product line and as part of her daily activities is involved in co-ordinating EQS proposals and maintaining key customer relationships.

As part of the PL's core marketing, Cindy develops a yearly marketing strategy covering trade shows, advertising and working with Salesforce.com.

"During proposal activity, Cindy interacts with the different teams within EQS to ensure we meet the clients' enquiry requirements to produce a comprehensive proposal. Cindy also adds input to the Bid Evaluation Report (BER) process for client negotiation and market price point. In terms of customer relationships, she follows-up on projects promptly to complete any outstanding actions.

This year, at OTC in Houston, Cindy was recognised by a Trade Show Strategist observing staff on the Expro stand for her skills on the booth in engaging with potential clients and visitors.

John comments: "Cindy has been with Expro eight years and with EQS over four years. During my time working with Cindy under EQS, she has been committed to delivering operational excellence to improve the consistency and quality in her output. Being part of a large international company requires the ability to communicate effectively and bridge barriers internally and externally to deliver quality. A recent example would be the EQS goal to secure a contract with a new shipyard market in Korea. After two trips to Korea and numerous proposal revisions, we were successful in securing our first contract with Daewoo Shipyard.

"The recent OTC trade show in Houston allowed Cindy to shine and show her organisational skills for arranging meetings and timetables ahead of the show with key clients using the Expro booth to its maximum advantage.

"Each of these responsibilities requires a good vision, a personal perspective that is intuitive and a positive attitude - Cindy delivers on all. Furthermore, her positive attitude is reflected by the respect she has within EQS in the quality of her work and outside the company with our key clients."

Ethics and conduct

Expro has built an enviable reputation for reliability and integrity.

The Expro Code of Conduct

Expro's Code of Conduct guides our employees on critical areas of business conduct to ensure that together we comply with the law, and act ethically and morally correct.

Everyone who works for Expro must understand and comply with the code. Relevant contractors and service providers are also expected to comply with those parts of the code that relate to them, or to have adopted similar codes of conduct.

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

Operating ethically and morally

This is monitored throughout our supply chain, where we have seen greater collaboration with other companies to deliver greater value to clients.

Complimentary joint ventures between different supply chain companies can deliver the breadth of expertise required, offering clear cost savings and efficiencies to the operators, highlighting Expro's commitment to ethical and moral business operations. This has also been seen in technology partnerships where innovation has been made possible without high levels of investment, often adapting existing products to deliver low-cost solutions.

Doing the right thing

Expro receives a number of bank charges each month across our global supply base. In amongst these requests, fraudsters try to intercept and re-route money illegally to their own bank accounts.

Over the past year, Expro has seen an increase in this type of fraud, ranging from fake invoices to a sophisticated take-over of a supplier mail server. As a result, a cross-functional collaboration between supply chain, finance and IT have joined to meet the challenge of reinforcing our bank fraud defences.

Working with over 2,000 suppliers, the team have introduced additional control points with our key suppliers, rolled out a new verification process with accounts teams and supply chain in every region, and built a new workflow-based change control process to track and assess every change request.



Anti-bribery policy



Entertainment and gifts directive



Business conduct reporting policy



Third party due-diligence directive



Conflict of interest policy



Political and charitable donations policy





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 to 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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