

# Corporate Social Responsibility

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2013 – 2014



**EXPRO**



## BEHAVIOURS



### 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



### Deliver Quality

we focus on delivering operational excellence to all our stakeholders



### Partner Customers

we build and sustain high value partnership with our customers and colleagues



### 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

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# CORPORATE SOCIAL RESPONSIBILITY

## Our commitment

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Expro's commitment to corporate social responsibility (CSR) continues to be an important aspect of our business. There are many definitions of what CSR actually means, and for Expro it is how we manage our impact on our people, society, the environment and the communities in which we operate. Part of the challenge is understanding the diversity of our business, while adopting a common approach to our global CSR activity.

We have embraced our three 'values' – people, performance and partnerships – which are embedded in our organisation's culture. These are supported by our seven employee 'behaviours' that embrace the way we work. I am delighted to see our commitment demonstrated through these values and behaviours, supporting a broad range of programmes in a positive and impactful way.

### Championing safety is at the forefront of everything we do

Safety is always our highest priority. We are committed to creating a work culture where prevention of harm to people, the environment and the places we work, is a priority for everyone. We all have a responsibility to champion safety.

This includes Expro's commitment to health, safety and environmental (HSE) programmes, including our hand safety campaign, which was rolled out globally in 2013/14. This is supported by a range of other safety and health promotion initiatives.

We are very proud of our strong safety performance, which was recognised by our Royal Society for the Prevention of Accident (RoSPA) Scotland trophy award. This recognises the highest standard of health and safety management and performance, demonstrated by the robust approach and policies in place at Expro, which are driving

down the number of safety incidents across our business.

### Accountability and uniform reporting is key

Our HSE programmes are reported through dedicated regional and/or country focal points. Within our culture of continuous improvement, we are already looking at ways of implementing effective and streamlined reporting and analysis tools.

Progress is being made and will be included in next year's report, as we implement this across our global operations. In addition, our CSR activities are undertaken by functions, regions and product lines, therefore the introduction of a formalised policy in 2014/15 will improve and develop our approach.



### **A global team with a united approach**

With a collaborative approach, we ensure we get it right first time, every time. As the company continues to grow, it is more important than ever that we work together in collaboration in sharing knowledge and experience. As we expand our operations overseas, it is important for us to work in partnership with our new communities.

Starting with our entry level apprenticeship and scholarship programmes, through to our specialist technical, graduate, management and ex-forces programmes – we recognise talent across the breadth of our business. This includes our commitment to employing and training a local workforce, from our global Centre of Excellence in Aberdeen, through to our specialist training facilities in Ghana. We manage talent on a truly global basis.

### **Delivering quality in every way possible**

2013/14 saw the implementation of our Deliver Service initiative, which introduces standardised ways of working throughout our operations. By implementing a consistent approach across all of our regions, the introduction of controlled operating standards through a rigorous documentation system, has resulted in standardisation and transparent working, adding value for our customers and efficiencies across the business. We successfully completed this for our Well Test product line, and we are now rolling this out across the business globally. Ultimately the whole business will be part of this transformation project.

### **Strong partnerships make stronger results**

By working together with our stakeholders, we can excel in achieving common goals. Customers, employees, investors,

suppliers and local communities are all integral to our business and we pride ourselves on building strong, collaborative relationships. Our employees have worked together with customers to ensure the highest levels of safety and service quality. Shared passion for community engagement projects and fundraising activities has resulted in various partnerships within each region we operate.

You will see many examples of this included in our report, which was cemented in our 40th year as we recognised our achievements with our employees, clients, suppliers and broader community.

### **Effective communication unites us**

Following our 40th anniversary year in 2013/14, feedback from employees, customers and communities continues to influence how Expro develops and expands. We are continuing with our client

and employee surveys, ensuring effective two-way communication. From a community perspective, we are developing a formal CSR policy in 2014/15 that will clearly guide the range of support we engage in across the world – developed in parallel with our company Values.

As you will see from this report, CSR has evolved within Expro to become an integral part of the business. I am delighted to see the commitment and support in all areas of the business, which we can be truly proud of. With more than 5,400 employees in over 50 countries, we are a powerful team with clear ambitions for the next 40 years.

### **Seeking innovation to be the market leader in well flow management**

People are core to our business success. Our continual investment in people through training and development programmes, underpins our strong performance.

By empowering our colleagues, we have embedded a culture of innovation. We aim to employ and retain the industry's best people who are committed to delivering the highest standards of safety, quality and personalised service to our customers every time.

This was demonstrated in our 'Voice of the Customer' survey, which highlighted that over 95% of people felt that our performance was consistent or improving. We are dedicated to ensuring this continues and have used your feedback to recognise "Expro Ambassadors" across our company, who have clearly made an invaluable contribution to our business and our customer relationships.

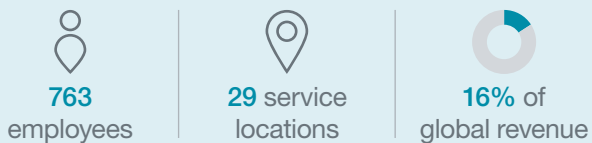


*Charles Woodburn*  
CEO

# GLOBAL FOOTPRINT



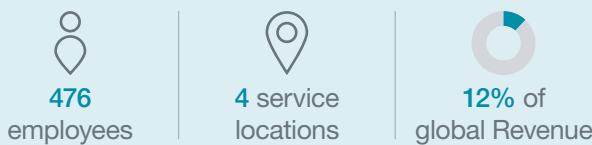
## North America



Texas, Connecticut, Los Angeles, Colorado, Oklahoma, North Dakota, Pennsylvania, California, Alaska, Canada



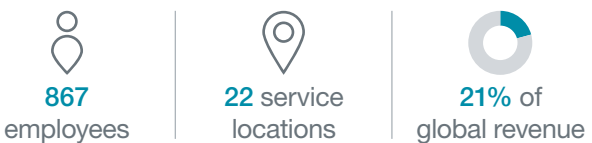
## Latin America



Brazil, Argentina, Boliva, Colombia, Mexico



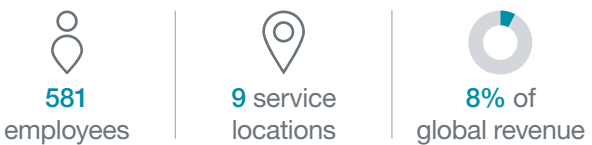
## Asia



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



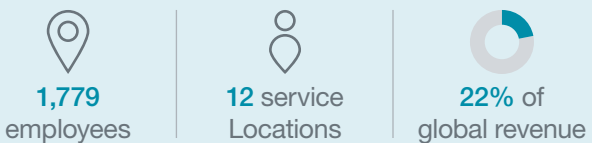
## Middle East and North Africa (MENA)



Algeria, Egypt, Iraq, Saudi, Arabia, UAE



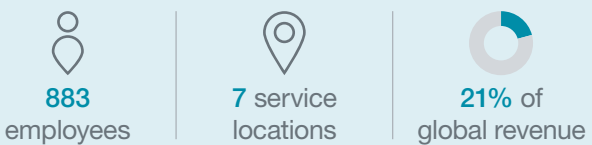
## Europe CIS (ECIS)



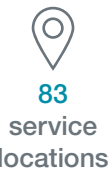
UK, Norway, Holland Russia, Kazakhstan



## Sub Saharan Africa (SSA)



Ghana, Nigeria, Angola, Congo, South Africa, Gabon, Equatorial Guinea, Cameroon, Ivory Coast



# EXPRO'S HOUSE RULES



Follow procedures, permits and risk assessments



Always follow safety sign information



Wear and maintain the appropriate PPE (Personal Protection Equipment)



Keep work sites clean, tidy and obstruction free



Maintain awareness of the work environment around you



Use the right tool in the right way for the job



Use correct manual handling technique if manual handling cannot be avoided



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



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

# HEALTH & SAFETY

Championing safety is Expro's highest priority

## Overall HSE performance

We strive to deliver the very highest standards of health and safety, by applying Expro's House Rules (page 10) and following the policies and procedures in place across our global operations. This has resulted in Expro's industry-leading performance, once again surpassing the International Oil and Gas Producers (IOGP)\* standards. [\\*www.iogp.org](http://www.iogp.org)

Our employees are key to Expro's strong safety performance, which is why we have continued our two-way engagement through the global Safety Climate Survey. This survey provides an insight into the areas where we could improve the delivery of safety management across the business.

It is important that everyone plays their part in championing safety, as we continue to focus on delivering the best safety performance and protect our employees from harm.

This is achieved through a range of global and local initiatives; some of which are included in the following pages.

## Industry recognition

In recognition of Expro's continued commitment, we were awarded The Royal Society for the Prevention of Accidents (RoSPA) 'President's Award' for 10 consecutive years of Gold Awards. As part of the judging, RoSPA considers every entrant's overarching occupational health and safety management systems, including practices such as leadership and workforce involvement.



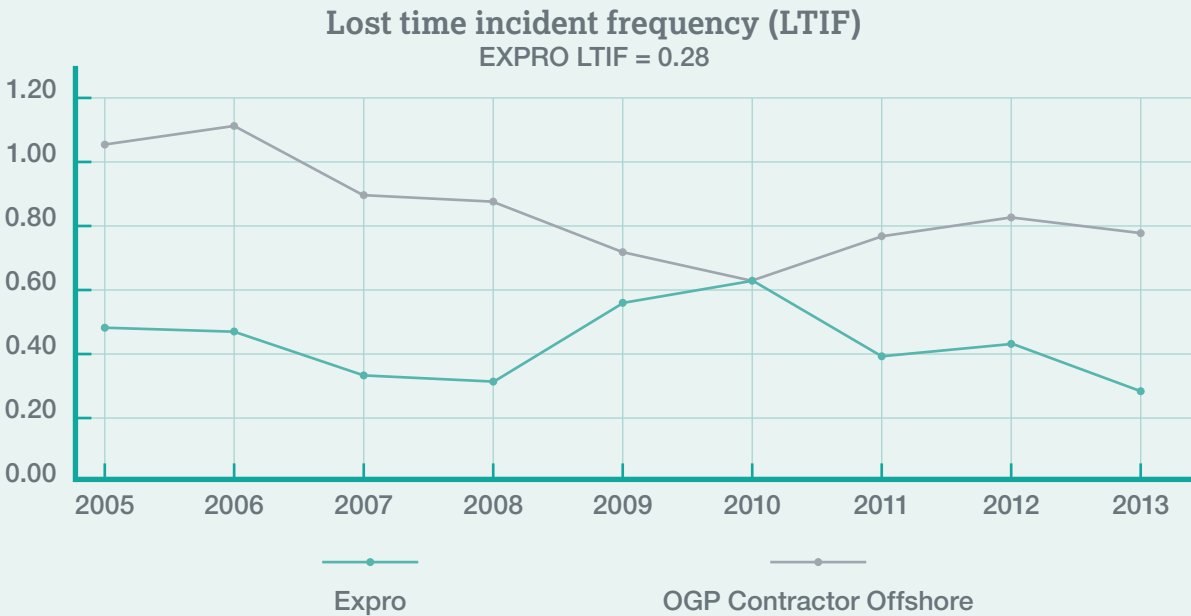
**The RoSPA Awards encourage the raising of occupational health and safety standards across the board. Organisations that gain recognition for their health and safety management systems, such as Expro, contribute to a collective raising of the bar for other organisations to aspire to, and we offer them our congratulations**

*David Rawlins,  
RoSPA's Awards Manager*

# HEALTH & SAFETY STATISTICS

Overall HSE performance				
	2010 – 2011	2011 – 2012	2012 – 2013	2013 – 2014
Fatalities	1	0	0	0
Lost Time Injuries (LTI)	6	8	5	3
Restricted Workday Cases	–	–	19	17
Medical Treatment Cases	3	1	10	3
LTIF	0.58	0.46	0.36	0.21
TRCF	1.07	1.37	2.45	1.60

Figures taken from each financial reporting year.



Figures taken from each calendar reporting year.





ECIS

Global

A new initiative called MoveSMART was introduced. This strength and control programme is designed to educate individuals on the most effective techniques to employ in stepping, handling and lifting activities. Expro also launched its Hand Safety campaign, raising awareness of hand injuries while reducing potential incidents across the business.

The company has further embarked on two key projects for the coming year; a safety leadership programme called Champion Safety and our new E-TRAK event reporting tool.

Champion Safety will provide clear training guidance in three key areas: risk assessment, house rules and positive intervention. Due for completion early next year, this programme helps to embed the core tools, process and procedures in to one leadership programme.

E-TRAK is a bespoke software application that is designed to improve and integrate event reporting

for safety, quality, behavioural safety and management of change. The system will enable Expro to report, investigate, record and process improvement actions in a single streamlined application - an important development for the company in the coming years.

**Region**

Whilst Expro focuses on embedding its global programmes within the regional operations, locally the company also delivers a range of country-specific initiatives. We are delighted to focus on just a few of these.

Our largest region continues to drive forward a range of health and safety initiatives, building on the success of prior years.

These combine a breadth of health focused awareness campaigns, including; bowel cancer, breast cancer, skin cancer and testicular and prostate awareness. This is supported by a range of wellbeing assessments, including blood sugar testing, alcohol awareness and stress management.

Each session continues to attract a high number of employees, ranging from dedicated one-to-one sessions, through to presentations to employee groups of 100+.

As a result of this continued focus on safety, this year ECIS region achieved one year without an LTI, with over two million man hours worked. Given the increasing operations undertaken throughout the year, this was a considerable milestone that we are proud of.

Health campaigns



Cancer awareness



Winter flu jab



Wellbeing assessments



One-to-one sessions and group presentations

Safety initiatives



Winter car checks



Winter tyre replacement scheme



Winter safety presentation





North and Latin America

North America

North America continues to deliver a strong focus on safety, including a campaign dedicated to identifying small, but no less important safety ‘improvement projects’. At the heart of this is Expro’s House Rules, which are already embedded within the company, but allow staff to associate them with practical work-place examples. Examples include; using the correct PPE

equipment (gloves); correct manual handling techniques; the working environment (trip hazards); and safety barriers/signage.

Importantly, this programme allowed employees to identify and rectify the issue, whilst cataloguing this in a simple process.

North America was also proactive in implementing the new MoveSMART training. With nine qualified trainers in the region, the course has been

delivered in Broussard, Kenai, Anchorage and Newfoundland. Colleagues have applied these techniques at work and home, which has resulted in a reduction of injury rates by nearly 50% (compared to the prior year) - despite activity increasing by nearly 10% in the same period.

Testament to Expro’s efforts, the company’s insurance broker is showcasing the business as ‘best practice’.

Latin America

Our award-winning ‘No Leak is Acceptable’ programme (featured in our 2012/13 CSR report) was expanded globally into Latin America during World Environmental Day. The hydrocarbon containment campaign was rolled-out in Brazil and Mexico, combining employee and customer engagement sessions, publications, presentations and events.

This was complimented by International Accident Prevention Week (SIPAT), in Brazil, which promotes accident prevention at work. During the week, employees attended presentations on safe working behaviour, interspersed by case studies from people who have suffered serious work accidents – including the impact on their personal lives.

With a continued focus on health, safety and environmental initiatives (right), the region has successfully achieved one-year without an LTI.

Health campaigns



Cancer awareness campaigns (100 employees)



Personal health education (450 people)



Blood pressure campaign (200 employees)



96% of employees reached

Safety and environmental initiatives



Engagement session in Mexico and Brazil



Video shared to Mexican Environmental Agency



Published material in HSEQ Magazine



Presentation in the Latin America HSSE Summit

MoveSMART training



9 qualified trainers delivering courses



Colleagues applied techniques



Reduction of injury rates by nearly 50%

Anchorage  
Kenai  
Broussard  
Newfoundland



Work



Home



Asia, MENA

Asia

Asia has a comprehensive range of health and safety programmes, spanning its broad geographical business.

Ten health programmes were undertaken across Australia, Indonesia, China, Kuala Lumpur and Malaysia. This included healthy eating, exercise, weight management, and disease awareness.

A further eight safety management awareness programmes were undertaken, including dedicated HSEQ training (incorporating MoveSMART).

This is supported by rigorous emergency response drills, risk assessment training, facilities inspections and audits. As a result of this continued focus, Asia have received a number of awards and recognitions.



Industry Foundation for Accident Prevention Safety Achievement Award - Platinum Safety Achievement



CETS, Expro's joint venture with COSL in China, zero injuries at the highest working hours recorded in CETS' history



Two million man hours LTI free – 2 ½ years with out incident

MENA

In the Middle East, we have seen a 50% reduction in recorded driving incidents thanks to the 'safe driving' initiative. This was achieved by employing a dedicated advanced driver instructor, who travelled the region providing defensive driving training, desert driving, whilst promoting our transport management procedures. This was extended to our direct employees, third party drivers and transportation companies.

On an entirely different theme, the Dubai office embraced Breast Cancer Awareness month in October 2013. The purpose of the event was to raise awareness of breast cancer, whilst raising money for a local charity, 'Friends of Cancer Patients'. With such a worthy cause in mind, employees across the country truly championed this and raised over 5500AED.



SSA

SSA provides a structured programme of safety initiatives each month, focused on high potential trends for the region. These include; pressure related activity, dropped objects, hose management and safe driving.

These programmes are delivered to every employee, demonstrated in the graphics right.

The Safe Driving Campaign included the installation of an in-vehicle monitoring system (IVMS) that records and monitors driver activity. By implementing this system, the company was able to analyse trends, identify risks and proactively improve driver behaviour.

The region has also worked with employees to identify and implement region-specific health campaigns.



Malaria awareness



Heart fitness



Breast cancer awareness



Personal health and hygiene



90% of employees reached



Pressure related activity



Dropped objects



Hose management



Safe driving

We are committed to preventing harm to the environment, and promoting sustainable practices and performance.

## ENVIRONMENTAL

Challenging ourselves to grow and improve

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At a basic level, across the company we aim to reduce our environmental footprint by minimising our waste to landfill, increasing our recycling and managing our resources such as paper. As you'll see from the back cover of this report, we've not only moved to a sustainable paper resource, but we've limited our print copies – including all of our global trade show brochures. Even the smallest of changes can make a big difference.

We are constantly challenging ourselves, which is why we've openly provided our environmental figures. The increase you can see in our waste to landfill, is because we've increased the number of facilities we have, including the new Bruce facility for our subsea testing (high energy requirement), combined with two new product line offices, Carnegie and Young.

This is combined with two of our product lines now using night shift teams, to meet the demand for our subsea and well test products and services.

To counteract our environmental footprint, you'll see a considerable increase in our recycling, combined with a reduction in our gas and natural gas emissions. This is something we are very proud of and continue to focus on.

### Global

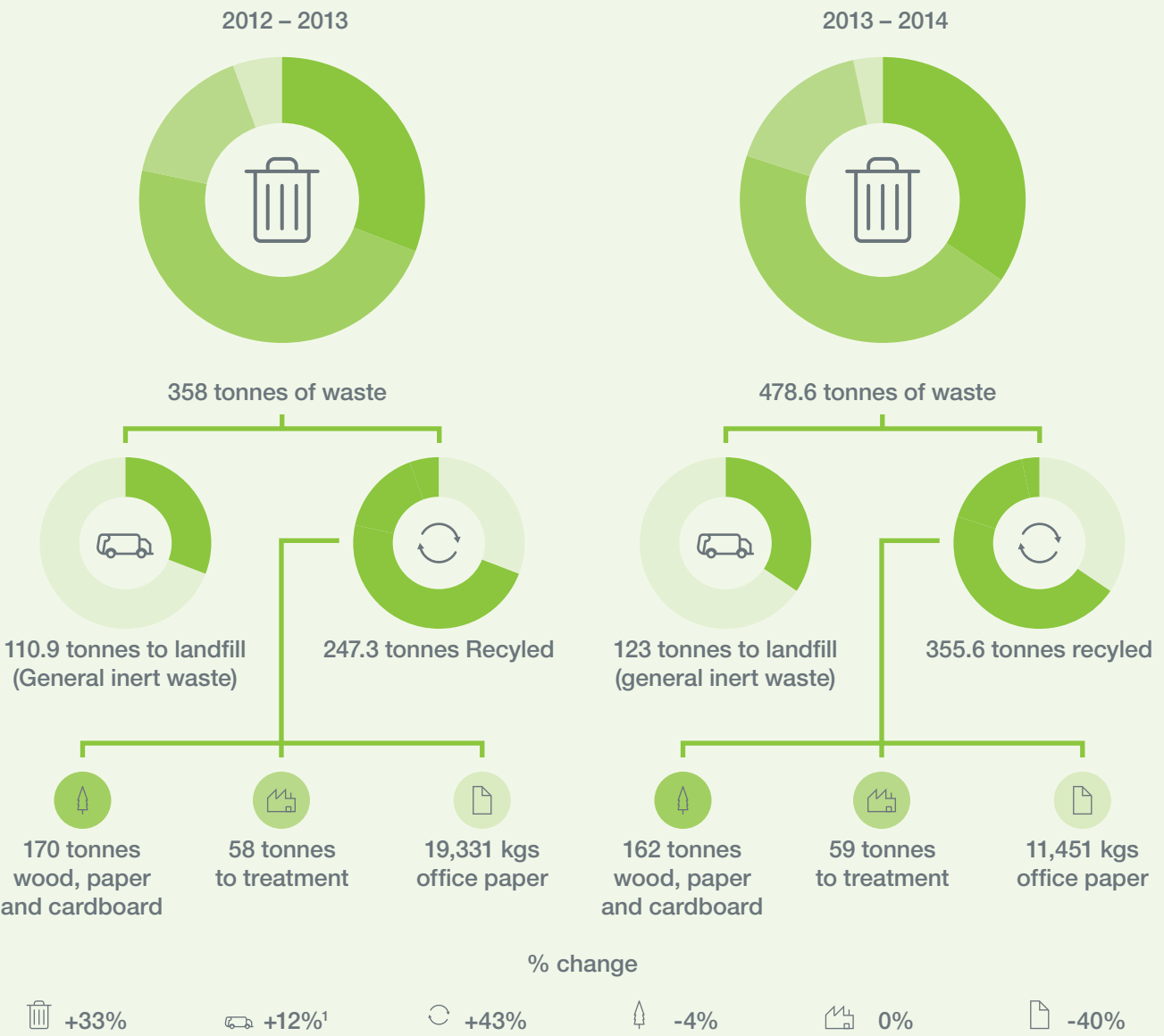
At a global level, we continue to increase environmental awareness within the company's operations and with employees. This includes core environmental training, combined with mandatory Institution of Occupational Safety and Health (IOSH) environmental training, for all supervisors and managers.

We also undertake a range of Environmental Impact Assessments globally, related to impact of existing operations, on the siting of new offices and workshops.

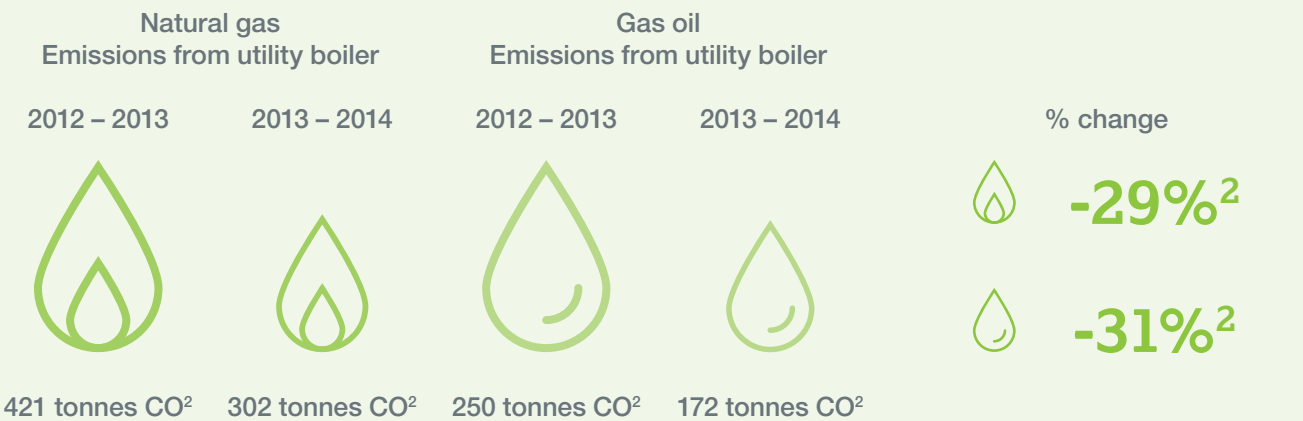
Whilst embracing environmental challenges through our operational activities, our regional offices continue to support this at a local level.

# OUR PERFORMANCE\*

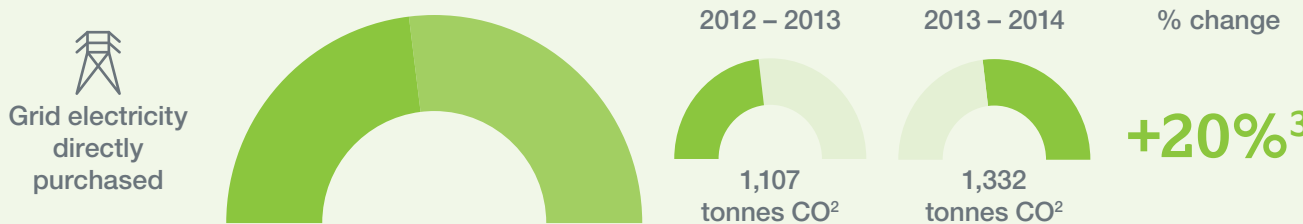
## Direct impacts



## Direct impacts



## Indirect impacts



<sup>1</sup>Rise due to increase/growth in operations – see page 21

<sup>2</sup>Reduction in natural gas and gas oil as a result of a mild winter

<sup>3</sup>Increased use in electricity due to growth in operations, inc. nightshifts

\*Data collected for UK operations for 2013/14 financial year

Regions

In SSA, as part of malaria awareness week, the company invested in deep cleaning the base and surrounding area, to reduce the risk of mosquito presence. This not only helped to support the health awareness campaign; it also improved the local environment and ensured this would be proactively managed for the future benefit.

In MENA, our Algeria office has landscaped the outside space to create an environmentally friendly area, benefiting both the local wildlife and providing a relaxing space for employees. This project was completed in collaboration with staff who have taken pride and ownership in the base, and continue to ensure its upkeep.



Malaria clean-up  
programme



8 locations covered

Ghana, South Africa, Gabon, Nigeria,  
Angola, Cameroon, Congo and Chad

Algeria landscaping project





At the heart of this are our company values, which not only drive the way we work, but are reflected through the range of community programmes we support.

## SOCIAL & COMMUNITY

We are committed to making a positive contribution to the communities in which we operate.

### People

#### Community

Expro's office in Cape Town, South Africa, "adopted" Nebo Primary, an underprivileged school in the Parow area close to the company base. The children attending this school are from homes where there is often no money for basic essentials such as school clothing or even cooked meals.

As a result, Expro staff support the children on a regular basis with soup kitchens during the cold winter. The team has also donated sports equipment and store vouchers for the purchase of school uniforms. And it

doesn't stop there – Nebo Primary was presented with a generator after they were burgled of their electrical cables, resulting in no electricity.

#### Scholarships

Expro provides engineering scholarships with three universities, including Robert Gordon, Herriot Watt and Strathclyde Universities.

This includes a comprehensive programme providing financial support over three years, as well as paid placements and the potential for graduate positions.



“

**The Expro Scholarship has been invaluable in giving me the best start to developing my engineering career. My first summer placement allowed me to apply what I learned at university to real life engineering projects, whilst also gaining first-class experience in the oil and gas industry**

*Lewis Neill,  
Studying MEng in Mechanical and  
Energy Engineering*

## Performance

### Schools partnerships

Expro's Group Engineering business has been involved in supporting schools through STEM (Science, Technology and Maths) and Primary Engineering events.

Known as the company's STEM Ambassador, their support extends to participating in secondary school careers fairs and mentoring

“

**Working with our local schools to develop young engineering talent, is incredibly rewarding for us. It supports the school pupils in realising their career potential, and personally, provides us with the opportunity to develop our mentoring skills.**

*Michael Gorman,  
STEM Ambassador for Expro*

programmes, as well as teaching basic principles and experiments within primary schools. This engagement helps to inspire and encourage the next generation of engineers.

Work continues to develop and extend, as they focus on supporting projects with Sixth Year pupils (17/18 years old), with projects that count towards their application for university.

### Sports

Gregor MacLean, from Montrose in Scotland, has been sponsored for two years by Expro. As the Scottish number one pole vaulter and Scottish Senior men's indoor and outdoor record holder, he recently competed in the Glasgow 2014 Commonwealth Games, as well as a range of international competitions in the UK, France, Germany and the US.

“

**I have to work 20-30 hours a week at a local working men's club to help support my athletic career. Having to work this many hours on top of training 30-35 hours per week can be damaging to my recovery, therefore this sponsorship will really help towards covering the cost of competing.**

*Gregor MacLean*

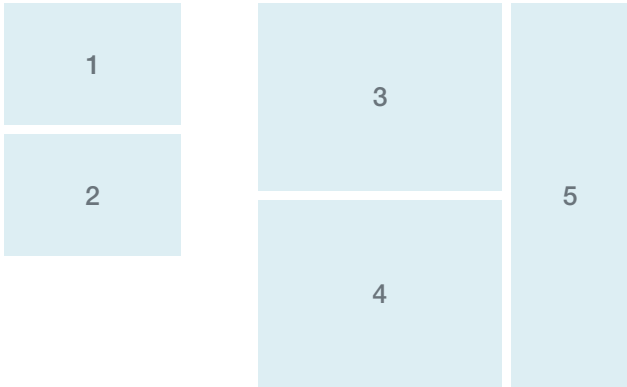




Sporting achievements

Across Expro, a large number of employees are involved in supporting charities through sporting events. These range from running five kilometre races, through to cycling competitions and marathons. We've highlighted just a small cross-section of what has taken place globally.

- 1 Broussard North 'Warrior Dash: Mud Race for Cancer' – St Jude Children's Research Hospital
- 2 20 staff from Aberdeen and Reading, Survival of the Fittest 10k in Edinburgh – Friends of Anchor
- 3 Great Yarmouth Open Day, Cycle Competition – Palliative Care East Unit
- 4 Team from KL office ran the KL Marathon – National Autism Society of Malaysia
- 5 Dyce Well Operations Survervisor, Brian Davidson, 140ft abseil down Dundee University Tower – for Chest, Heart and Stroke Scotland





## Partnerships

### Habitat for Humanity

Employees from Expro's Meters product line, in Connecticut, North America were involved with building housing for low-income working families. The charity, Habitat for Humanity, is dedicated to eliminating poverty housing by building and rehabilitating homes.

“

**In spite of inclement weather, our team soldiered on with their efforts to assist in building a home for a needy family. Part of the team worked outdoors siding the house, digging foundations and mixing concrete for stabilising beams. The indoor crew painted rooms, insulated walls, prepped floors and set groundwork for electrical wiring.**

*Patrick Curry,  
General Manager, Expro Meters*



### Accident prevention week

The Rio de Janeiro team in Brazil took part in a week-long HSE initiative, which combined a focus on accident prevention, with a range of social responsibility initiatives. Educational talks were provided to employees in return for donations of perishable and non-perishable foods, which are distributed to the local community. This included powdered milk donations to the 'We can be Healthy Children' charity and food donations to 'Casa do Idoso de Macae' elderly care home – the biggest donation the charity has received to date!



### Food Bank

Twenty five employees from the UK Analytical Data Services team were involved in collecting donations of food for the Eastleigh Basics Food Bank over the festive period. The project is run entirely by volunteers and supports those who are experiencing financial difficulty, and need support with food in the short term. The donations are particularly important over the festive period, when families are under increased financial and personal pressure.



### SOS Children's Villages

Expro's Petrotech business in Norway supports SOS Children's Villages, which is a global charity supporting the world's most vulnerable children and families. The support we provide helps children in seven children's villages, providing homes, facilities, education and healthcare.

# VALUES AND BEHAVIOURS

In 2013, Expro worked with employees to establish the company's values and behaviours, which drive the way we work.

The feedback received through a global company survey helped to establish three core values, which describe the essence of the company:

- People**

Our people are 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.
- 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.
- 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.

These are supported by seven core behaviours that are embraced by all employees, which have been embedded throughout this report.

- Champion Safety

Be Accountable

Embrace Teamwork

Deliver Quality
- Partner Customers

Communicate Effectively

Seek Innovation

Moving forward, Expro's community engagement programme is evolving to align with the company's values, ensuring we truly support and embrace this across all aspects of our business:

- People - skills and personal development**

Forging partnerships to enhance the quality of and access to personal, education and training development
- Performance - innovation and sport**

Supporting the performance through innovation, academia and sport – with a strong emphasis on young people
- Partnerships - environment/sustainable development**

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

# ETHICS AND CONDUCT

## The Expro Code of Conduct

Expro has built a strong reputation for reliability and integrity. It is important that we work hard to maintain this, which is why we have developed a clear Expro Code of Conduct (the Code).

It provides guidance in critical areas of business conduct to ensure that together, we comply with the law and maintain our reputation.

Everyone who works for Expro must understand and comply with the Code, including contractors and service providers. The Code sets out principles that guide decisions and are read in conjunction with the more detailed rules contained in supporting directives and policies.

All personnel must respect both the letter and the spirit of the Code and the company's policies and directives. This is promoted across every level of the business and no form of retaliation or victimisation will be tolerated for fulfilling this obligation.



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](http://www.exprogroup.com/CSR)