

Corporate and social responsibility  
**Our commitment**



Expro operates in all the major hydrocarbon producing areas of the world, employing 4,500 people in 50 countries. With our head office in the UK, Expro has regional headquarters in Aberdeen, Cape Town, Dubai, Houston, Kuala Lumpur and Rio.

Our regional product line teams are supported by global experts, ensuring consistency of service and underpinning our commitment to delivering operational excellence to our customers worldwide.



# Our commitment

At Expro, we take our corporate and social responsibilities seriously. We appreciate that all of our stakeholders - customers, employees, suppliers and local communities – expect Expro to operate and deliver to the highest standards. Their expectations are wide ranging, but our drive, focus and clear direction ensure that we continue to achieve them.

Expro's business is well flow technologies and specialised services, providing our customers with the services and products they need to measure, improve, control and process flow from their high-value oil and gas wells. We have invested in a highly-focused strategy to position Expro as a major provider of key technologies to oil and gas operators worldwide, developing a reputation for delivering outstanding service quality and breakthrough technologies to our customers. The innovation and quality associated with our people and our brand continue to deliver for our customers, and we are committed to protecting their international operating reputations through quality execution and world-class safety performance.

Expro has developed an enviable reputation for reliability and integrity and we give an assurance to all stakeholders that our entire organisation is committed to acting with integrity and complying with the law at all times.

Our corporate and social responsibilities are central to Expro's development and play an ever increasing role across our business. That includes an absolute commitment to safety and to preventing harm to our people and the environment. It includes investing in our people, giving everyone the opportunity to reach their full potential to make Expro a company where people are proud to work. It means building and maintaining the appropriate relationships with our stakeholders to ensure our performance meets their expectations and that we protect their reputations. It is about working hard to be a good neighbour and continually delivering on our promises.



Charles Woodburn  
CEO

# Preventing harm to people

We are committed to conducting our business in a manner that prevents harm to people as a consequence of our operations. Expro is committed to creating a work culture where prevention of harm is a priority for everyone.

# Safety in everything we do

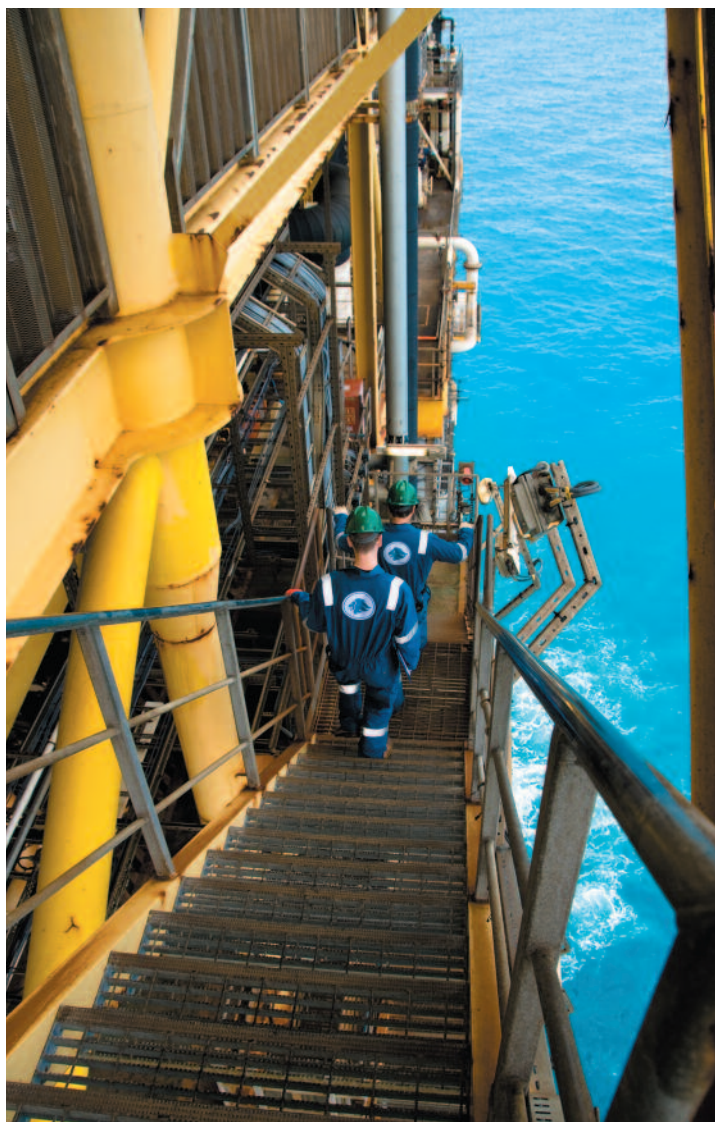
Health and safety has always been of the highest priority in all we do at Expro. We work hard to ensure our people, our work methods and our technology all help to achieve this aim.

Expro people are personally responsible and accountable for maintaining a safe and healthy workplace by ensuring that all applicable health and safety rules, policies and practices are followed. Everyone in Expro is required to proactively prevent harmful situations, even if this means stopping work to correct an unsafe situation.

Managers are also responsible for ensuring safe systems of work are implemented effectively to ensure harm is prevented. Where managers identify someone not following a safe work method they will work with them to ensure compliance.

At the root of Expro's approach to achieving world class safety performance and superior service quality delivery is Excellence in Operations, a strategic focus to drive quality across our business.

Significant safety successes that have been achieved by Expro in recent years demonstrate the highest level of commitment from the Board, management and all employees to work safely and to continuously improve. They also demonstrate a great deal of investment to deliver the right people. Such personnel enhance our reputation and protect the reputation of our customers, and we are acutely aware of our responsibilities.



2006 Winner  
OIL & GAS INDUSTRY  
Sector Award



2007 Winner  
OIL & GAS INDUSTRY  
Sector Award



2008 Winner  
OIL & GAS INDUSTRY  
Sector Award



2009 Winner  
OIL & GAS INDUSTRY  
Sector Award



GOLD MEDAL  
Award



Commended  
OIL & GAS INDUSTRY  
Sector Award

For our latest health and safety statistics, click on the 'About' section at [www.exprogroup.com](http://www.exprogroup.com)

# Developing our people

Expro people are at the heart of the success of our business and we strive to ensure that they have the right opportunities to reach their full potential. We are committed to providing our people with the training and assessment that will help them reach their goals.

Learning and development has always been at the core of Expro's business. Our commitment to the personal development of our people ensures that an individual's career progression is linked clearly to their skills, potential and personal ambition.

Significant investment in training in recent years has resulted in the creation of a global network of centres of excellence to enhance learning and development for employees.

The skill, energy and commitment of our people are Expro's biggest assets and we aim to be the employer of choice in our sector. Recent employee surveys have demonstrated a high degree of loyalty among our employees, with increasing numbers stating they would - and do - recommend Expro as a place to work.

Employee turnover is a key performance measure across Expro and we aim to continually take steps to improve retention in our challenging and competitive market.



# Preventing harm to the environment



Expro's goal in all of our activities is to prevent harm to the environment as a result of our operations. We take our environmental responsibilities seriously.

Our impacts are not those commonly associated with the oil and gas industry as we are a solutions provider and, therefore, not directly responsible for impacts from flaring, venting or field development. However, we do provide solutions to our customers to eliminate or reduce such impacts, such as the introduction of wet gas metering and clean burn technology, as well as separation technology that has been developed to lessen impact on the environment and local communities.

Expro's efforts in developing the next generation of technology are well known. Our service and product offering are designed to save our customers money through innovation and through efficiency.

One such example is Expro's

Megaflow Separator, which breaks new ground in separation technology for high capacity wells by eliminating the need to flare, thus lessening the environmental impact of operations. It ensures that all hydrocarbons

produced during a well test are sent directly to the processing facilities rather than burned in the flare pit, and is an example of the type of environmentally-aware technology Expro continues to develop.



# Building relationships

Communication with our stakeholders is vital as we strive to meet and exceed their expectations. The strength of Expro's brand and the integrity of our reputation depend on effective communication with our customers, employees, suppliers and local communities.

Effective engagement with our customers is a key driver for Expro, and we continue to invest in communication to allow us to assess customers' needs, gauge satisfaction and improve our service and performance. This is achieved through one-one-one relationships across all levels, as well as customer communications, surveys, trade shows and our customer relationship management database.

Internal communication is vital to nurture Expro's culture and to ensure that everyone across our business feels they are an integral part of the Expro team. Since uniting our business under the new Expro brand identity, a range of improvements has been made to our internal communication methods, encouraging employee involvement and recognising personal as well as professional achievements.

Effective communication with our supply chain is championed by our procurement teams, resulting in a meaningful relationship aimed at identifying areas of improvements to satisfy the needs of both Expro and our vendors.

We also work hard to communicate with local communities through our regional teams and through targeted public relations and media relations strategies. Our media relations activity is also aimed at demonstrating, through local and trade media, Expro's commitment to our core values of service excellence, performance and innovation.

Building and nurturing these relationships with our stakeholders supports Expro's vision to be the global leader in well flow technologies and specialised services.

The screenshot shows the Expro website homepage. At the top left is the 'expressions' logo with the tagline 'The magazine for Expro employees May 2011 issue 20'. To its right is the 'EXPRO' logo and a search bar. A navigation menu includes: Home, About, News, Products & Services, Product Literature, Technology, Careers, Contact, and Investor Centre. The main content area is divided into several sections:

- Welcome to the world of Expro:** A large blue banner for 'Pedal power in Cape Town' featuring a cycling team. Text: 'Expro people take up the challenge of a lifetime'. Below the banner are links for 'Well Testing & Commissioning', 'Production Systems', 'Wireline Intervention', 'Connectors & Measurements', and 'Deepwater Intervention'.
- Providing solutions across the well lifecycle:** A vertical sidebar listing services: Exploration & Appraisal, Development, Production, Intervention, and Abandonment.
- Introduction to Expro:** A small section with a video thumbnail.
- Case Studies:** A section titled 'DELIVERING EXCELLENCE IN OPERATIONS'.
- Latest News:** A grid of news items with dates and headlines, including '6 September 2011 Expro's latest technology on show at Offshore Europe', '29 August 2011 Expro's integrity software supports Tullow globally', '15 August 2011 Expro retains wireline contract with Total in Indonesia', '8 August 2011 Expro gets in gear trackside with Formula One racing team', '2 August 2011 Expro provides innovative BOP/riser inspection service', and '27 July 2011 Expro announces new operating base in Canada'.
- Expro Worldwide:** A section with a world map and 'Investor Centre' link.
- Pressure Relief Valves (PRVs):** A section with a product image.

At the bottom, there are three small boxes: 'A company reborn: Moving 104 Expro to a new level, pages 8 & 9', 'Latest technologies: Catch up with our new product lines around the globe, from page 10', and 'In the spotlight: Equiliber and Viser: Attract new offshore strategy, pages 18 & 19'.

Employee and external communications play an important role in developing relationships

# Being a good neighbour

At Expro, we strive to have a positive impact on the communities in which we operate and commit to conducting our business with integrity at all times.

At the most basic level, we sustain both our employees and suppliers with income. However, we also aim to be the employer of choice in the markets in which we operate and a valued and supportive customer to our supply chain.

Beyond these direct impacts, our people work hard to be good neighbours in the community and are encouraged to support their communities by providing their time and enthusiasm to local events. This includes taking part in sporting events, sponsoring local activities and providing help to those in need.



To continually meet the expectations of the communities in which we operate and to maintain our reputation as a trustworthy and reliable organisation, we aim to conduct our business as a responsible corporate member of the community by:

- Complying with the law of the countries in which we operate
- Supporting the Universal Declaration of Human Rights
- Giving proper regard to health, safety and the environment
- Adhering to Expro's Code of Conduct

Everyone at Expro has a duty to comply with Expro's Code of Conduct to ensure that our business is conducted in a lawful and ethical way.

# Delivering on our promises

To ensure we deliver on our promises to stakeholders, we have established core management processes. These include risk management systems, policy and control frameworks, performance measures and reporting systems, and an independent audit function.

## Managing risk

Assessment of corporate and social responsibility risks is fully integrated into our risk assessment processes. A risk assessment is reviewed by the business biannually. A summary of the risk registers resulting from this process is provided to the Board for formal review and approval.

In addition to commercial and financial risks, this process covers all of our material corporate and social responsibility risks, covering safety, security, environmental, vendor and customer management. Significant changes to the risk profile of the business which occur between the reviews are reported to the Board.

## Policy and control

Corporate and social responsibility at Expro is directly linked to our risk management process. We recognise that, as a global company, we have to set clear leadership and expectations and apply controls to ensure we deliver consistently across our business.

The Board sets policy and appoints directors who are accountable and responsible for alignment of policy and implementation. Existing policies related to corporate and social responsibility are published on the corporate intranet. Each area of our business must align with the corporate policies and they are encouraged to adopt additional policies as appropriate to their area of operations, provided they do not conflict with corporate policy.

## Verifying performance

Expro has continued to develop an internal verification process for the management systems, data and implementation of corporate and social responsibility issues in order to ensure the veracity of reported information. A comprehensive programme of audits is carried out, which results in performance improvement reports being raised to document, agree and track close-out actions to address audit findings. The visibility and control of actions has been greatly improved with the introduction of the latest version of database software – EPITrak – which is used to track actions required to generate continuous improvement.

Each action is held online, provides a transparent audit trail for verification purposes and is subject to third-party audit during our certification audits for ISO 9000 and ISO 14000.

## Business process auditing

Expro also conducts internal audits to an agreed programme across all aspects of the business, in addition to the corporate and social responsibility auditing highlighted here. This includes auditing of business and operational processes and financial systems, and is carried out by an independent internal audit function, reporting directly to the Audit Committee.



Expro's business is well flow technologies and specialised services, and our mission is to:

- **measure**
- **improve**
- **control** and
- **process**

flow from high-value oil and gas wells.

Our expertise is marketed through five segments:

**Well Testing & Commissioning, Production Systems, Wireline Intervention, Connectors & Measurements and Deepwater Intervention.**



Find out more, or get in touch.  
Visit [exprogroup.com](http://exprogroup.com)

