

# OPERATIONAL EXCELLENCE AND PERFORMANCE SYSTEM (OEPS)

Setting core expectations to deliver consistent service to our customers while protecting all personnel, property, processes, and the environment.



# A COMMITMENT TO EXCELLENCE

Weatherford developed the Operational Excellence and Performance System (OEPS) to support our customers in their operations throughout the globe while meeting the criteria outlined by international management system standards.

OEPS combines quality, health, safety, environment, security, reliability, and essential business requirements into one comprehensive, performance-driven management system. The system establishes core expectations to deliver consistent service to our customers while protecting all personnel, property, processes, and the environment.

OEPS demonstrates our commitment to quality in our operations and fosters a culture of workers who are empowered to act in the best interest of everyone involved.



## CONSISTENT STANDARDS. CONSISTENT SERVICE QUALITY.

Within the OEPS umbrella, we maintain a number of programs to educate and reinforce the expectations for competency, consistency, reliability, and credibility across our operations worldwide.

Our **Eight GEMS** (Getting Everyone Managing Safety) program is designed to educate employees and empower them to intervene when they see unsafe situations. Each GEM focuses on a specific opportunity for risk prevention:

- Driver and vehicle safety
- Commitment and intervention
- Facility safety
- Induction and training
- Risk management
- Lifting equipment and operations
- Hazardous substances
- Hazardous environments
- Occupational health

At Weatherford, we aim to differentiate ourselves through our **service quality**. We understand the importance of consistently delivering quality products and services to our customers. To attain this goal, we provide quality control at several levels:

- Management review
- Document, data, and records management
- Audits
- Engineering support, design, and service configuration
- Identification, status, and traceability
- Control of company and customer property, assets, and inventory
- Testing, measuring, and detection equipment
- Control of nonconforming service-related products, processes, and devices
- Continual improvement through preventive and corrective actions
- Industrial maintenance
- Key performance indicators
- Procurement and supplier quality
- Management of change
- Competency assurance

We understand the importance of protecting and enhancing the environments in which we operate and live. Our **Four Tenets** program encourages employees to take an active role in environmental protection—from the design and manufacture of our products to simple, everyday actions that make a difference in the way we deliver our services. Our Four Tenets focus on:

- Waste management
- Water management
- Land impact management
- Energy management

Every day brings an opportunity to showcase our commitment to excellence, and every day we strive to meet and exceed those expectations.

# A HIGHER STANDARD

## How OEPS aligns with international management system standards

Weatherford maintains CORE operational requirements, as detailed within international and national management system standards:

- ISO 9001:2015 Quality Management System Standard
- ISO 45001:2018 Occupational Health and Safety Management Systems
- ISO 14001:2015 Environmental Management System Standard

Additional requirements needed to meet API Spec Q1 or API Spec Q2 are clearly called out within the OEPS standards. This distinction between CORE and API requirements gives Weatherford the flexibility to meet diverse customer needs.

### OEPS manual API spec Q1 and Q2 conformance

In February 2020, the American Petroleum Institute (API) conducted a review of Weatherford's OEPS manual and found it to be in conformance with the Licensing and/or Registration Program requirements of API Spec Q1 9th edition and API Spec Q2. API's official recognition of conformance to their requirements provides Weatherford with a strong foundation to comply with API's requirements and seek certifications to API Spec Q1 and API Spec Q2 within our Manufacturing and Operational facilities.

### DOCUMENTATION

OEPS comprises of documentation critical to the effective planning and execution of our products and services.

The following structure and documents are the minimum OEPS requirements. A global business unit, region, or product line may add additional documents to meet the requirements of a specific country, region, customer, or site.

**Policy documents** capture our foundational intent, ideals, and rules.

**Standards documents** demonstrate compliance to ISO 9001:2015, ISO 45001:2018, ISO 14001:2015, API Spec Q1 and API Spec Q2.

These standards also detail our health, safety, and environmental (HSE) controls, including those necessary to meet country-specific regulatory and legal requirements.

Weatherford has two categories of HSE performance standards. Our Eight GEMS program is designed to educate employees and empower them to intervene when they see unsafe acts. Our Four Tenets program encourages employees to take an active role through better management of our waste, water, land, and energy resources.

**Product line technical documents** facilitate the effective planning, operation, risk mitigation, and control of our products and services. These documents clearly describe how to perform a specific task, such as operating a piece of equipment, manufacturing a part, or repairing a tool. Technical documents also cover support function, customer, and site-specific requirements.

To help mitigate risk and bolster reliability, product-line technical documents are developed using a three-step process:

- 1. Risk assessment:** A detailed assessment of the technical instructions for quality, health, safety, and environmental risks; the consequences associated with the risks; and the controls to eliminate or minimize them.
- 2. Technical work instruction:** The creation of a step-by-step list of requirements, with special attention to the critical risks previously identified.
- 3. Process map:** An expansion of those steps that have been deemed critical to quality, health, safety, and the environment.

**Records and evidence** demonstrate compliance with OEPS standards, engineering specifications, customer-stated requirements, regulatory requirements, and other applicable requirements. These documents include informational guides, checklists, forms, audit and inspection results, data, and records.

# A FLEXIBLE APPROACH

## How we integrate OEPS into diverse operations

OEPS is applied across all of our business units worldwide to meet or exceed all applicable standards, regulations, and legal requirements. It incorporates key performance indicators to drive accountability and is flexible enough to accommodate the unique needs and expectations of each customer.

We understand that a rigid set of guidelines does not suit the breadth of our organization or that of our customers. Rather than applying one standard to all operations, we have organized OEPS according to four central principles:

### COMPETENCY

All Weatherford employees receive appropriate training through our learning management tools and must achieve competence before going out in the field. Competency means that each worker understands his job, the risks associated with performing it, and the controls necessary to eliminate or minimize risks to the individuals, organizations, and communities with which we work.

### CONSISTENCY

Consistent systems and processes are imperative to the success of our business. OEPS provides training and documentation to assure that we perform our services in a similar fashion across all of our operating locations. We also apply unified standards and policies through contract management, responsible leadership, equipment performance integrity, asset and inventory management, process assurance, change management, and regulatory compliance.

### RELIABILITY

Reliable service quality results from applying a proven methodology. OEPS outlines procedures for product and service realization, risk management, supplier and subcontractor relationships, service execution, performance tracking, and continual improvement.

### CREDIBILITY

OEPS establishes a series of benchmarks that foster a culture of healthy competition, both internally and externally, as we work to provide the best possible products and services to our customers. Our system includes expectations for product and service performance, operational experience, customers satisfaction, problem resolution, audit performance, supply chain performance, employee experience, and continuous learning with the goal of incident-free operations.

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**These principles are integrated throughout OEPS. Applied in conjunction with the Weatherford Code of Business Conduct, they are crucial to the success of our organization and our customers.**

# A GLOBAL NETWORK

Our reach, like that of our customers, is not confined to any single state, country, or region. We maintain API Q1 and Q2-certified facilities throughout the world.



OEPS Online, our internal web portal, enables Weatherford personnel to quickly and reliably access OEPS documents, guides, standards, forms, and tools. With this innovative system, we are able to consistently communicate all relevant standards and procedures across our operations worldwide.





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For more information regarding OEPS as well as the products and services offered by Weatherford, please visit [weatherford.com](http://weatherford.com).

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