3. Certificaciones Técnicas y de Calidad

a. Certificado de Sistema de Manejo de Calidad - NMX-CC-9001-IMNC-2015



ATR
American Trust Register, S.C.
Organismo Certificador de Sistemas de Gestión

Registro de Certificación
Certificate of Registration

El presente certifica que el Sistema de Gestión de:
This certifies that the Management System of:

DOWELL SCHLUMBERGER DE MÉXICO S.A. DE C.V.
SCHLUMBERGER OFFSHORE SERVICES (MÉXICO) N.V.

km 5.5 Carretera Federal Villahermosa-Cárdenas, Anacleto Canabal 1a Sección, Municipio Centro, C.P. 86103, Villahermosa, Tabasco, México.

Ha sido evaluado por ATR y se encuentra conforme con la(s) siguiente(s) norma(s):
Has been evaluated by ATR and found in agreement with following standard(s):

NMX-CC-9001-IMNC-2015 (ISO 9001:2015)

Alcance: / Scope of registration:

Suministro de Productos para Fluidos de Perforación, Filtración, Servicios Integrales de Diseño de Fluidos de Perforación, Perforación, Terminación, Intervención y Pruebas de Producción para Pozos Petroleros Terrestres y Costa Afuera.

El anexo AC2123 forma parte integral del presente documento

Fecha de certificación inicial: 29-11-2017

Numero de Certificado: 2123

Fecha de expedición: 29-11-2023

Acreditación No. 34/11 Vigente a partir de 2011/05/13

IAF ema ACREDITADO 34/11

Óscar M. López Batista
Director General, ATR / President, ATR

Este certificado tendrá validez de acuerdo a las fechas de caducidad indicadas en la (s) etiqueta(s) que se encuentran al reverso del presente.
This registration will only be valid according to the expiration dates indicated in the stickers found in the back of this document.

Nº 17272

American Trust Register, S.C., empresa ubicada en: Retorno de Tulipán 112, Colonia La Florida, C.P. 53160, Naucalpan de Juárez, Estado de México.

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Organismo Certificador de Sistemas de Gestión

ANEXO DE CERTIFICACIÓN

Referencia: **AC2123**

Número de Solicitud de AC/AP: **XX/XX**	Fecha de modificación: **XX-XX-XXXX**	
Clave del Cliente: **DSN-1604**	Número de Certificado: **2123**	Fecha de Emisión: **29-11-2023** Fecha de Caducidad: **28-11-2026**

El presente documento cubre el alcance y aplica a las Instalaciones (y/o Sitios) descritos a continuación:

Alcance de la Certificación:

Suministro de Productos para Fluidos de Perforación, Filtración, Servicios Integrales de Diseño de Fluidos de Perforación, Perforación, Terminación, Intervención y Pruebas de Producción para Pozos Petroleros Terrestres y Costa Afuera.

No Aplicabilidad

Requisito

N/A

Información al momento de la auditoría: RE-02

Instalaciones dentro del alcance:

Instalación	Proceso(s), actividad(es), elemento(s)
Base Villahermosa: Carretera Federal Villahermosa - Cárdenas km 5.5. Ranchería Anacleto Canabal 3ra Sección. C.P. 86103. Villahermosa, Tabasco.	Planificación Estratégica: Análisis del contexto / Partes interesadas y sus requisitos / Alcance del SG / Riesgos y oportunidades / Objetivos. Productos químicos: laboratorio y control de la producción. HSE: Preparación y Respuesta ante Emergencias SGA y SGSST. Sustentabilidad. Cadena de suministro: Compras / Logística Doméstica / Importaciones - Exportaciones. Sistemas de operación y de tecnología (IT) / Ciclo de vida de tecnología. Ventas. Ética y cumplimiento.
Oficina Central: Av. Ejército Nacional Mexicano No. 350, piso 4. Col. Polanco V Sección. C.P. 11560. Alcaldía Miguel Hidalgo, Ciudad de México.	Proceso Legal. Recursos Humanos. Alta Dirección.
LMP Paraíso: Carretera a Playas km 1.5. Ranchería El Limón S/N. Avenida Terminal de Usos Múltiples, Manzana 2, Lote 3. C.P. 86606. Puerto Dos Bocas, Paraíso, Tabasco.	Fluidos de perforación: Laboratorio / Suministro de fluidos de perforación / Servicio de control de presión de presión en pozos. Fluidos de perforación: Servicio de control de sólidos. HSE: Acciones de la organización para prevenir la contaminación desde la perspectiva del ciclo de vida / Aspectos e impactos ambientales desde la perspectiva del ciclo de vida / Planificación y control operacional. Actividades Costa Fuera y de la Base.
Base Puerto Real: Carretera Nacional No. 180, Tramo Carmen - Puerto Real. C.P. 24153. Ciudad del Carmen, Campeche.	Sistema de Levantamiento Artificial. HSE: Identificación y Cumplimiento. Terminaciones (CPL). HSE: Identificación y Cumplimiento en Tierra (Identificación de Requisitos Legales y Evaluación de Cumplimiento).
Base Puerto Pesquero: Av. 2 Oriente, Manzana F, Lote 3 B. Puerto Industrial Pesquero Laguna Azul. C.P. 24129. Ciudad del Carmen, Campeche.	Diseño, Mantenimiento y Ejecución de Servicios a Pozos (WS): Cementaciones & Nitrógeno a pozos.
VCE Veracruz: Calle Colorines, Manzana 21, Lotes 64 / 66 / 68 / 69. Ciudad Industrial Bruno Pagliai. C.P. 91697. Tejería, Veracruz.	Mantenimiento de equipo de perforación y medición (D&M). HSE: Preparación y Respuesta ante Emergencias SGA y SGSST. Mantenimiento de equipo (BDT). HSE: Consulta y participación de los trabajadores.
Base Poza Rica: Carretera Poza Rica - Palma Sola km 3. C.P. 93160. Poza Rica, Veracruz.	Sistemas de Pruebas y Procesos (TPS). HSE: Identificación y Cumplimiento en Tierra (Identificación de Requisitos Legales y Evaluación de Cumplimiento). Registros con Cable Electrónico (WL). HSE: Acciones de la organización para prevenir la contaminación desde la perspectiva del ciclo de vida / Aspectos e impactos ambientales desde la perspectiva del ciclo de vida / Planificación y control operacional. Actividades en Tierra.

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American Trust Register, S.C.
Organismo Certificador de Sistemas de Gestión

ANEXO DE CERTIFICACIÓN

Referencia: **AC2123**

Base Reynosa: Autopista Reynosa Monterrey km 199+906.6, tramo Cadereyta - Reynosa. C.P. 88500. Reynosa, Tamaulipas.	Arranque y Recorrido de Pozos HSE: Administración de los peligros y riesgos. Control operacional y su gestión. Plan de respuesta a emergencias. Requisitos legales y otros. Investigación de incidentes y accidentes.

Sitios muestreables dentro del alcance:

Sitio Muestreable	Proceso(s), Actividad(es), Elemento(s)
N/A	N/A

Dirección Fiscal

Avenida Ejército Nacional Mexicano No. 350 piso 4, Colonia Polanco, V Sección, Alcaldía Miguel Hidalgo, Ciudad de México, C.P. 11560, México.

Número de Acreditación ante ema:

No. de Acreditación: 34/11
Vigente a partir de: 2011/05/13

ING. OSCAR LÓPEZ BATISTA
DIRECTOR GENERAL DE AMERICAN TRUST REGISTER, S.C.

Nota: Será entregado el Anexo de Certificación (FDCC-08.1 SGC 2015) en idioma inglés con el mismo contenido (cuando se requiera).

Rev.05

FDCC-08.1 SGC 2015
Fecha de Emisión 09.02.22

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b. Certificado del sistema de gestión ambiental - NMX-SSA-14001-IMNC-2015



ATR
American Trust Register, S.C.
Organismo Certificador de Sistemas de Gestión

Registro de Certificación
Certificate of Registration

El presente certifica que el Sistema de Gestión de:
This certifies that the Management System of:

DOWELL SCHLUMBERGER DE MÉXICO S.A. DE C.V.
SCHLUMBERGER OFFSHORE SERVICES (MÉXICO) N.V.

km 5.5 Carretera Federal Villahermosa-Cárdenas, Anacleto Canabal 1a Sección, Municipio Centro, C.P. 86103, Villahermosa, Tabasco, México.

Ha sido evaluado por ATR y se encuentra conforme con la(s) siguiente(s) norma(s):
Has been evaluated by ATR and found in agreement with following standard(s):

NMX-SAA-14001-IMNC-2015 (ISO 14001:2015)

Alcance: / Scope of registration:

Suministro de Productos para Fluidos de Perforación, Filtración, Servicios Integrales de Diseño de Fluidos de Perforación, Perforación, Terminación, Intervención y Pruebas de Producción para Pozos Petroleros Terrestres y Costa Afuera.

El anexo AC2124 forma parte integral del presente documento

Fecha de certificación inicial: 29-11-2017

Número de Certificado: 2124

Fecha de expedición: 29-11-2023

Acreditación No: 34/10 Vigente a partir de 2010/09/07

IAF ema ACREDITADO 34/10

Óscar M. López Batista
Director General, ATR / President, ATR

Este certificado tendrá validez de acuerdo a las fechas de caducidad indicadas en la (s) etiqueta(s) que se encuentran al reverso del presente.
This registration will only be valid according to the expiration dates indicated in the stickers found in the back of this document.

No 17274

American Trust Register, S.C., empresa ubicada en: Retorno de Tulipán 112, Colonia La Florida, C.P. 53160, Naucalpan de Juárez, Estado de México.

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American Trust Register, S.C.
Organismo Certificador de Sistemas de Gestión

ANEXO DE CERTIFICACIÓN

Referencia: **AC2124**

Número de Solicitud de AC/AP: **XX/XX**	Fecha de modificación: **XX-XX-XXXX**	
Clave del Cliente: **DSN-1604**	Número de Certificado: **2124**	Fecha de Emisión: **29-11-2023** Fecha de Caducidad: **28-11-2026**

El presente documento cubre el alcance y aplica a las Instalaciones (y/o Sitios) descritos a continuación:

Alcance de la Certificación:

Suministro de Productos para Fluidos de Perforación, Filtración, Servicios Integrales de Diseño de Fluidos de Perforación, Perforación, Terminación, Intervención y Pruebas de Producción para Pozos Petroleros Terrestres y Costa Afuera.

Información al momento de la auditoría: RE-02

Instalaciones dentro del alcance:

Instalación	Proceso(s), actividad(es), elemento(s)
Base Villahermosa: Carretera Federal Villahermosa - Cárdenas km 5.5. Ranchería Anacleto Canabal 3ra Sección. C.P. 86103. Villahermosa, Tabasco.	Planificación Estratégica: Análisis del contexto / Partes interesadas y sus requisitos / Alcance del SG / Riesgos y oportunidades / Objetivos. Productos químicos: laboratorio y control de la producción. HSE: Preparación y Respuesta ante Emergencias SGA y SGSST. Sustentabilidad. Cadena de suministro: Compras / Logística Doméstica / Importaciones - Exportaciones. Sistemas de operación y de tecnología (IT) / Ciclo de vida de tecnología. Ventas. Ética y cumplimiento.
Oficina Central: Av. Ejército Nacional Mexicano No. 350, piso 4. Col. Polanco V Sección. C.P. 11560. Alcaldía Miguel Hidalgo, Ciudad de México.	Proceso Legal. Recursos Humanos. Alta Dirección.
LMP Paraíso: Carretera a Playas km 1.5. Ranchería El Limón S/N. Avenida Terminal de Usos Múltiples, Manzana 2, Lote 3. C.P. 86606. Puerto Dos Bocas, Paraíso, Tabasco.	Fluidos de perforación: Laboratorio / Suministro de fluidos de perforación / Servicio de control de presión de presión en pozos. Fluidos de perforación: Servicio de control de sólidos. HSE: Acciones de la organización para prevenir la contaminación desde la perspectiva del ciclo de vida / Aspectos e impactos ambientales desde la perspectiva del ciclo de vida / Planificación y control operacional. Actividades Costa Fuera y de la Base.
Base Puerto Real: Carretera Nacional No. 180, Tramo Carmen - Puerto Real. C.P. 24153. Ciudad del Carmen, Campeche.	Sistema de Levantamiento Artificial. HSE: Identificación y Cumplimiento. Terminaciones (CPL). HSE: Identificación y Cumplimiento en Tierra (Identificación de Requisitos Legales y Evaluación de Cumplimiento).
Base Puerto Pesquero: Av. 2 Oriente, Manzana F, Lote 3 B. Puerto Industrial Pesquero Laguna Azul. C.P. 24129. Ciudad del Carmen, Campeche.	Diseño, Mantenimiento y Ejecución de Servicios a Pozos (WS): Cementaciones & Nitrógeno a pozos.
VCE Veracruz: Calle Colorines, Manzana 21, Lotes 64 / 66 / 68 / 69. Ciudad Industrial Bruno Pagliai. C.P. 91697. Tejería, Veracruz.	Mantenimiento de equipo de perforación y medición (D&M). HSE: Preparación y Respuesta ante Emergencias SGA y SGSST. Mantenimiento de equipo (BDT). HSE: Consulta y participación de los trabajadores.
Base Poza Rica: Carretera Poza Rica - Palma Sola km 3. C.P. 93160. Poza Rica, Veracruz.	Sistemas de Pruebas y Procesos (TPS). HSE: Identificación y Cumplimiento en Tierra (Identificación de Requisitos Legales y Evaluación de Cumplimiento). Registros con Cable Electrónico (WL). HSE: Acciones de la organización para prevenir la contaminación desde la perspectiva del ciclo de vida / Aspectos e impactos ambientales desde la perspectiva del ciclo de vida / Planificación y control operacional. Actividades en Tierra.

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American Trust Register, S.C.
Organismo Certificador de Sistemas de Gestión

ANEXO DE CERTIFICACIÓN

Referencia: **AC2124**

Base Reynosa: Autopista Reynosa Monterrey km 199+906.6, tramo Cadereyta - Reynosa. C.P. 88500. Reynosa, Tamaulipas.	Arranque y Recorrido de Pozos HSE: Administración de los peligros y riesgos. Control operacional y su gestión. Plan de respuesta a emergencias. Requisitos legales y otros. Investigación de incidentes y accidentes.

Sitios muestreables dentro del alcance:

Sitio Muestreable	Proceso(s), Actividad(es), Elemento(s)
N/A	N/A

Dirección Fiscal

Avenida Ejército Nacional Mexicano No. 350 piso 4, Colonia Polanco, V Sección, Alcaldía Miguel Hidalgo, Ciudad de México, C.P. 11560, México.

Número de Acreditación ante ema:

Acreditación No. 34/10
Vigente a partir de: 2010/09/07

ING. OSCAR LÓPEZ BATISTA
DIRECTOR GENERAL DE AMERICAN TRUST REGISTER, S.C.

Nota: Será entregado el Anexo de Certificación (FDCC-08.1 SGC 2015) en idioma inglés con el mismo contenido (cuando se requiera).

FDCC-08.1 SGA 2015
Fecha emisión 09.02.22

Rev.04

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c. ISO 45001:2018



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Registro de Certificación
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This certifies that the Management System of:

DOWELL SCHLUMBERGER DE MÉXICO S.A. DE C.V.
SCHLUMBERGER OFFSHORE SERVICES (MÉXICO) N.V.

km 5.5 Carretera Federal Villahermosa-Cárdenas, Anacleto Canabal 1a Sección, Municipio Centro, C.P. 86103, Villahermosa, Tabasco, México.

Ha sido evaluado por ATR y se encuentra conforme con la(s) siguiente(s) norma(s):
Has been evaluated by ATR and found in agreement with following standard(s):

NMX-SAST-45001-IMNC-2018 (ISO 45001: 2018)

Alcance: / Scope of registration:

Suministro de Productos para Fluidos de Perforación, Filtración, Servicios Integrales de Diseño de Fluidos de Perforación, Perforación, Terminación, Intervención y Pruebas de Producción para Pozos Petroleros Terrestres y Costa Afuera.

El anexo AC2125 forma parte integral del presente documento.

Fecha de certificación inicial: 29-11-2017

Número de Certificado: 2125

Fecha de expedición: 29-11-2023

Acreditación No. 34/12 Vigente a partir de 2012/09/11

IAF ema ACREDITADO 34/12

Oscar M. López Batista
Director General, ATR / President, ATR

Este certificado tendrá validez de acuerdo a las fechas de caducidad indicadas en la (s) etiqueta(s) que se encuentran al reverso del presente.
This registration will only be valid according to the expiration dates indicated in the stickers found in the back of this document.

Nº 17276

American Trust Register, S.C., empresa ubicada en: Retorno de Tulipán 112, Colonia La Florida, C.P. 53160, Naucalpan de Juárez, Estado de México.

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American Trust Register, +52 55 5236 7383 / 5236 7384



ATR American Trust Register, S.C.
Organismo Certificador de Sistemas de Gestión

Folio: 29634

Número de Certificado: / Certificate Number: 002125

Firma: / Signature:

Válido hasta: / Valid until: 29 NOV. 2024



ATR American Trust Register, S.C.
Organismo Certificador de Sistemas de Gestión

Folio: 29635

Número de Certificado: / Certificate Number: 002125

Firma: / Signature:

Válido hasta: / Valid until: 29 NOV. 2024

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American Trust Register, S.C.
Organismo Certificador de Sistemas de Gestión

ANEXO DE CERTIFICACIÓN

Referencia: **AC2125**

Número de Solicitud de AC/AP: **XX/XX**	Fecha de modificación: **XX-XX-XXXX**	
Clave del Cliente: **DSN-1604**	Número de Certificado: **2125**	Fecha de Emisión: **29-11-2023** Fecha de Caducidad: **28-11-2026**

El presente documento cubre el alcance y aplica a los sitios (y/o instalaciones) descritos a continuación:

Alcance del Certificado:

Suministro de Productos para Fluidos de Perforación, Filtración, Servicios Integrales de Diseño de Fluidos de Perforación, Perforación, Terminación, Intervención y Pruebas de Producción para Pozos Petroleros Terrestres y Costa Afuera.

Información al momento de la auditoría: RE-02

Confirmación de sitios (y/o instalaciones) dentro del alcance:

INSTALACIONES DENTRO DEL ALCANCE:

INSTALACION	PROCESO(S), ACTIVIDAD(ES), ELEMENTO(S)
Base Villahermosa: Carretera Federal Villahermosa - Cárdenas km 5.5. Ranchería Anacleto Canabal 3ra Sección. C.P. 86103. Villahermosa, Tabasco.	Planificación Estratégica: Análisis del contexto / Partes interesadas y sus requisitos / Alcance del SG / Riesgos y oportunidades / Objetivos. Productos químicos: laboratorio y control de la producción. HSE: Preparación y Respuesta ante Emergencias SGA y SGSST. Sustentabilidad. Cadena de suministro: Compras / Logística Doméstica / Importaciones - Exportaciones. Sistemas de operación y de tecnología (IT) / Ciclo de vida de tecnología. Ventas. Ética y cumplimiento.
Oficina Central: Av. Ejército Nacional Mexicano No. 350, piso 4. Col. Polanco V Sección. C.P. 11560. Alcaldía Miguel Hidalgo, Ciudad de México.	Proceso Legal. Recursos Humanos. Alta Dirección.
LMP Paraíso: Carretera a Playas km 1.5. Ranchería El Limón S/N. Avenida Terminal de Usos Múltiples, Manzana 2, Lote 3. C.P. 86606. Puerto Dos Bocas, Paraíso, Tabasco.	Fluidos de perforación: Laboratorio / Suministro de fluidos de perforación / Servicio de control de presión de presión en pozos. Fluidos de perforación: Servicio de control de sólidos. HSE: Acciones de la organización para prevenir la contaminación desde la perspectiva del ciclo de vida / Aspectos e impactos ambientales desde la perspectiva del ciclo de vida / Planificación y control operacional. Actividades Costa Fuera y de la Base.
Base Puerto Real: Carretera Nacional No. 180, Tramo Carmen - Puerto Real. C.P. 24153. Ciudad del Carmen, Campeche.	Sistema de Levantamiento Artificial. HSE: Identificación y Cumplimiento. Terminaciones (CPL). HSE: Identificación y Cumplimiento en Tierra (Identificación de Requisitos Legales y Evaluación de Cumplimiento).
Base Puerto Pesquero: Av. 2 Oriente, Manzana F, Lote 3 B. Puerto Industrial Pesquero Laguna Azul. C.P. 24129. Ciudad del Carmen, Campeche.	Diseño, Mantenimiento y Ejecución de Servicios a Pozos (WS): Cementaciones & Nitrógeno a pozos.
VCE Veracruz: Calle Colorines, Manzana 21, Lotes 64 / 66 / 68 / 69. Ciudad Industrial Bruno Pagliai. C.P. 91697. Tejería, Veracruz.	Mantenimiento de equipo de perforación y medición (D&M). HSE: Preparación y Respuesta ante Emergencias SGA y SGSST. Mantenimiento de equipo (BDT). HSE: Consulta y participación de los trabajadores.
Base Poza Rica: Carretera Poza Rica - Palma Sola km 3. C.P. 93160. Poza Rica, Veracruz.	Sistemas de Pruebas y Procesos (TPS). HSE: Identificación y Cumplimiento en Tierra (Identificación de Requisitos Legales y Evaluación de Cumplimiento). Registros con Cable Electrónico (WL). HSE: Acciones de la organización para prevenir la contaminación desde la perspectiva del ciclo de vida / Aspectos e impactos ambientales desde la perspectiva del ciclo de vida / Planificación y control operacional. Actividades en Tierra.

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ANEXO DE CERTIFICACIÓN

Referencia: **AC2125**

Base Reynosa: Autopista Reynosa Monterrey km 199+906.6, tramo Cadereyta - Reynosa. C.P. 88500. Reynosa, Tamaulipas.	Arranque y Recorrido de Pozos HSE: Administración de los peligros y riesgos. Control operacional y su gestión. Plan de respuesta a emergencias. Requisitos legales y otros. Investigación de incidentes y accidentes.

CONFIRMACIÓN DE SITIOS DENTRO DEL ALCANCE:

SITIO	PROCESO(S), ACTIVIDAD(ES), ELEMENTO(S)
N/A	N/A

Dirección Fiscal

Avenida Ejército Nacional Mexicano No. 350 piso 4, Colonia Polanco, V Sección, Alcaldía Miguel Hidalgo, Ciudad de México, C.P. 11560, México.

Número de Acreditación ante ema:

No. de Acreditación: 34/12
Fecha de acreditación: 2012/09/11
Fecha de Actualización: 2018-08-28

ING. OSCAR M. LÓPEZ BATISTA
DIRECTOR GENERAL DE AMERICAN TRUST REGISTER, S.C.

Rev.02

FDCC-08.1 SGSST 2018
Fecha emisión 09.02.22

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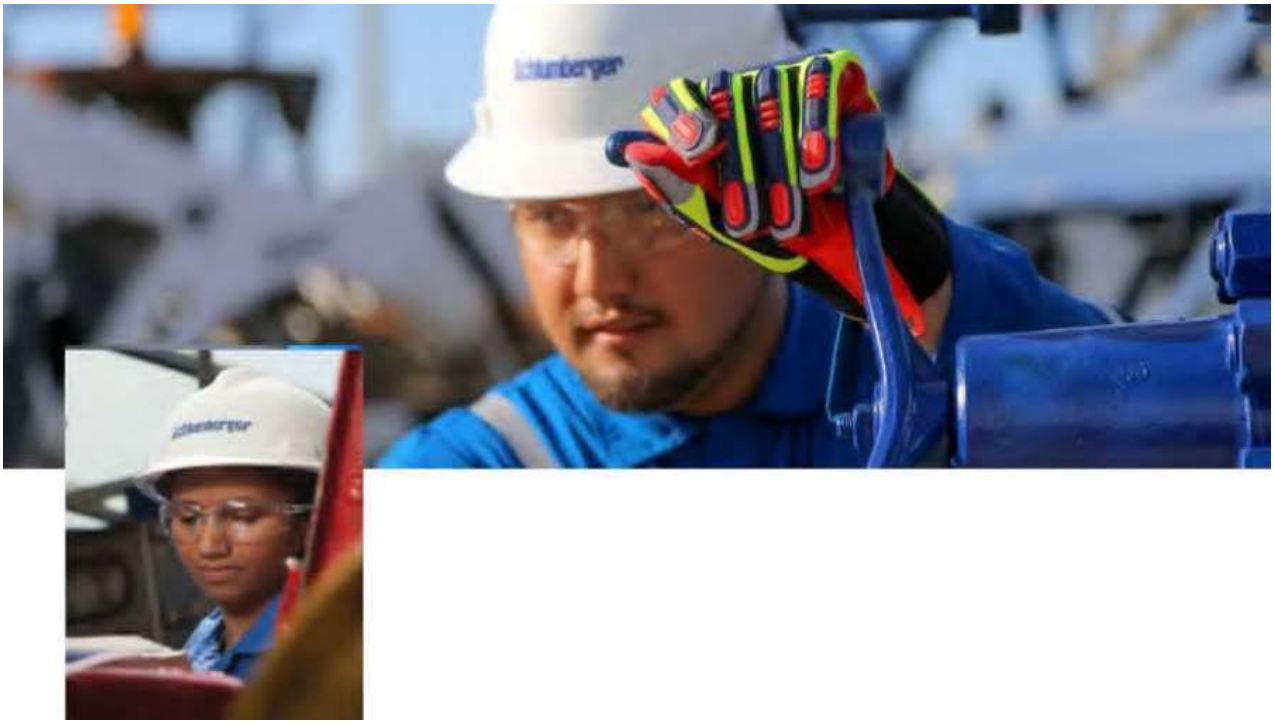
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d. SLBAPIQ2Q1 -SLB Corporate Quality Manual

SLB Corporate Quality Manual SLB_SLB_QM001 - REV E-6

Back to API Q2 page

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Quality Management System
Overview
SLB Quality Manual
SLB_SLB_QM001
Version E-5

Quality Management System
Overview

Produced By: Mark Zajac/Juan Escobar
Date Produced: 10-Sept-2019
Owner: Juan Escobar
Author: Mark Zajac – Juan Escobar
Reviewer: Juan Escobar
Approver: Michael Denkl

Revision History

Version	Date	Description	Prepared by
A-0	May 2008	First release	Mike Mannering, Christian Fosset
B-1	July 2013	Revise and update	Mark Zajac, David Harris
C-1	10-Sept-2019	Review and Update for API Q2 Conformance	Mark Zajac
D-1	28-Jan-2020	Added Reference and update	Mark Zajac; Juan Escobar
E-1	31-May-2020	Updates Representing Organizational Changes	Juan Escobar
E-2	1-Aug-2021	Update 8 elements graphical representation and update one element name from Performance monitoring and improvement to Continuous Improvement	Juan Escobar - Jasmine Goodwin
E-3	5-Oct-2021	Update SQM according to new additions API Q2 Second edition (Competency, audit)	Juan Escobar
E-4	26-Sep-2022	Removed CA	Juan Escobar
E-5	25-Oct-2022	New branding replaced Schlumberger by SLB and SL by SLB along the QMS	Juan Escobar
E-6	5-Jul-2023	Updated with New SLB Sans font and QHSE Policy	Juan Escobar

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Quality, Health, Safety, and Environment Policy

The long-term business success of SLB depends on our ability to continually improve the quality of our services and products while protecting people and the environment. Emphasis must be placed on ensuring human health, operational safety, environmental protection, quality enhancement and community goodwill. This commitment is in the best interests of our customers, our employees and contractors, our stockholders and the communities in which we live and work.

SLB requires the active commitment to and accountability for, QHSE from all employees and contractors. Line management has a leadership role in the communication and implementation of, and ensuring compliance with, QHSE policies and standards. We are committed to:

- Protect, and strive for improvement of, the health, safety and security of our people at all times;
- Eliminate Quality non-conformances and HSE accidents;
- Meet specified customer requirements and ensure continuous customer satisfaction;
- Set Quality & HSE performance objectives, measure results, assess and continually improve processes, services and product quality, through the use of an effective management system;
- Plan for, respond to and recover from any emergency, crisis and business disruption;
- Minimize our impact on the environment through pollution prevention, reduction of natural resource consumption and emissions, and the reduction and recycling of waste;
- Apply our technical skills to all HSE aspects in the design and engineering of our services and products;
- Communicate openly with stakeholders and ensure an understanding of our QHSE policies, standards, programs and performance. Reward outstanding QHSE performance;
- Improve our performance on issues relevant to our stakeholders that are of global concern and on which we can have an impact, and share with them our knowledge of successful QHSE programs and initiatives.

This Policy shall be regularly reviewed to ensure ongoing suitability. The commitments listed are in addition to our basic obligation to comply with SLB standards, as well as all applicable laws and regulations where we operate. This is critical to our business success because it allows us to systematically minimize all losses and adds value for all our stakeholders.



Olivier Le Peuch

Chief Executive Officer, Schlumberger Limited

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SLB QUALITY MANAGEMENT SYSTEM



OVERVIEW

The SLB Quality Management System defines the standards and processes by which we will conduct our operations with regards to the quality of our products and services.
The SLB Quality Management System (QMS) meets all the requirements of the API Q2 Specification for Quality Management System Requirements. Each Business Line/Product Line must ensure their QMS is compliant with the requirements outlined in this document and when additional detail is needed, they should refer to the API Q2 Specification.
SLB claims no broad exclusions to the API Q2 Specification. However, any Business Line/Product Line claiming exclusion to the specification shall identify these exclusions in their QMS. SLB considers the context of its organization, operations, legal and other requirements when planning and reviewing the QMS.
The QMS shall be communicated to all employees, customers, contractors and third parties associated with our business. The Quality Management System comprises eight interrelated elements:

- Commitment, Leadership, and Accountability
- Policies and Objectives
- Organization and Resources
- Contractor and Supplier Management
- Risk Management
- Business Processes
- Performance Monitoring and Improvement
- Audits and Reviews

These are continually improved by the following:

- conformance checks on the standards and procedures (control);

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- conformance checks on the management system (correction);
- modifications to the management system (improvement.)

COMMITMENT, LEADERSHIP AND ACCOUNTABILITY

OBJECTIVE
Management shall provide strong, visible commitment, leadership, accountability and personal involvement in all activities. Management shall make available the resources necessary to achieve Quality and HSE objectives. Management shall ensure that all employees are held accountable for their actions and responsibilities.

MECHANISMS

Commitment and Leadership

Managers shall demonstrate visible commitment to Quality and provide the necessary resources to achieve the Quality objectives. Managers shall communicate the importance of meeting customer, statutory, and regulatory requirements.
Managers shall provide strong, visible leadership and actively participate in the continuing drive toward a corporate culture that places Quality equal in importance to other critical business objectives. Visible leadership includes setting a personal example in everyday work and actively contributing to Quality activities such as audits, site visits, etc. Managers are responsible for maintaining a culture of Quality awareness so that prevention of nonconformances is a recognized and integral part of our daily activities. Managers shall also encourage the involvement of all employees and empower them to develop and implement solutions pertinent to Quality issues in their operations.

Accountability

Managers are accountable to provide the resources necessary to maintain the defined and expected Quality performance levels throughout the organization.
All employees are individually responsible and accountable for Quality within their area of activity, and for adhering to company policies, standards, processes, and procedures.

POLICIES AND OBJECTIVES

OBJECTIVE
Policies shall be issued at the highest level of the organization. Strategic objectives relating to Quality shall be defined by executive management and deployed at appropriate management levels of the organization.

MECHANISMS

Policies
Managers are responsible for ensuring compliance with the Quality Management System, and for making sure that it is known and understood by all employees.

Objectives
Quality objectives shall be defined, deployed and maintained in all Business Lines/Product Lines and Functions.
Managers shall establish Quality objectives and annual Key Performance Objectives (KPOs), including those needed for legal, product, service, and customer requirements. Specific objectives shall be established for all relevant functions and levels in the organization. The objectives shall be communicated to all involved parties as appropriate, including employees, customers, and contractors.
Quality Key Performance Indicators (KPIs) shall be agreed with our customers, communicated to our employees and contractors, and translated into specific objectives for all involved parties.
Systems shall be in place to assess compliance and performance.

ORGANIZATION AND RESOURCES

OBJECTIVE
Organizational responsibilities shall be defined, and the necessary resources provided to achieve Quality objectives.

MECHANISMS

Organizational Responsibilities
Managers are responsible and accountable for Quality of products and services they deliver to their customers. All employees are individually responsible and accountable for Quality issues relating to themselves or others with whom they associate. Managers shall ensure that all employees have job descriptions that match their responsibilities, and that these jobs are clearly communicated.
Business Lines/Product Lines and Functions shall have responsibility and authority that includes:

- Ensuring the Quality Management System processes are established, implemented and maintained
- Reporting to top management on the performance of the Quality Management System and any need for improvement
- Ensuring the awareness and promotion of customer requirements throughout the organization
- Ensuring a suitable work environment is provided to achieve conformity to the service-related standards and processes
- Having a documented procedure to plan and control the design and development of services they provide.

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Organizational Structure
A Quality structure within the Business Lines/Product Lines and Functions shall be in place to support Quality roles and responsibilities.

Recruiting, Training and Competency
Recruiting and training programs shall be implemented to ensure that all employees are competent to meet their responsibilities. Recruiting systems shall be in place to identify and recruit suitable candidates.
The competency requirements, including customer and contractual requirements, of all positions shall be regularly assessed and updated as necessary.
All employees shall maintain an up-to-date training and competency record.

Orientation
All newly hired personnel shall receive general and job-specific orientations in Quality prior to their first work assignment. Employees transferring to new positions or locations shall receive formal orientation about specific Quality issues related to their new operational responsibilities.

Training

On-the-job and formal training shall be provided to fulfill the competency requirements of all job functions. All training programs shall be periodically assessed for quality and effectiveness, and the latest technology shall be employed to ensure that these training programs remain best in class.

Competency
Skills are learned in training. Competency assurance is the confirmed proficiency of an individual in using those skills. It ensures that employees and contractors can undertake responsibilities and perform activities to a recognized standard on a regular basis. The goal of the SLB Competency Management Framework is to ensure that individuals are clear about the performance that is expected of them, that they have received appropriate training, exposure and assessment, and that they maintain or improve their competency over time. Every Business Line and Function in SLB must have a Competency System that conforms to the SLB Competency Management Framework.

In Job Execution we execute our work consistently using defined procedures. This means you follow the established plan in the activity workflows and apply controls and standard work for your job; you are certified as competent to perform the assigned tasks, and you follow procedures 100% of the time.

- Competency management sets the framework to develop a workforce that has the competency profile required to perform our work, providing competency assurance to our customers and to SLB.
- It ensures that employees receive appropriate training, experience and assessments, and that they maintain and improve their competency over time.
- Competencies and their proficiency levels are governed by simple rules called the Proficiency Level Requirements (PLR).
- These rules allow employees to, attain, maintain and re-attain Proficiency Level (PL) for Competency Elements (CEs) in their Personal Competency Profile (PCP).

In order to evaluate the competency of our personnel we have multiple ways:

- Competency Practical Assessments (CPA)
- Competency Technical Interview (CTI)
- Proficiency Level exams (PLE)
- Assessment Conducted (For assessors)

Information Management
Effective communication processes shall be in place to ensure proper circulation of Quality information throughout the organization and externally to customers, contractors, suppliers, and regulatory bodies as required. Effective communication shall also be maintained with customers, contractors, relevant government agencies and third parties. Active participation in professional organizations shall be encouraged. Processes shall be in place for managing documentation, including storage and sharing knowledge. Systems and controls shall be in place to ensure the security and confidentiality of all proprietary and customer information.

Documents and Records
Processes and systems shall be in place for controlling documents and records to ensure that they are stored, valid, legible, current and available at all times. This process shall include controls for obsolete documents. Documents and records shall be maintained for a minimum of 5 years or as required by local regulations or contractual requirements. The management system documents, including changes, shall be reviewed and approved before being issued.

Communication of Policies, Standards and Procedures
Policies, standards and procedures shall be clearly communicated to those concerned, and the effectiveness of this communication shall be verified on a continuous basis.

Quality Management System Documentation
The organization shall establish and maintain Quality documentation that describes the scope of the Quality Management System. This documentation shall include:

- All relevant definitions
- Details of, and justification for, any exemptions
- Any processes and procedures established to implement the Quality Management System, or references to them
- A description of the interaction between the processes of the Quality Management System

Standards and Guidelines
Standards ("rules for implementing policies that define the requirements and minimum acceptable criteria") shall be defined and maintained for all essential business activities by each Business Line/Product Line and Function. The level of controls shall be defined in proportion to the severity of a potential nonconformance.
Guidelines ("companion documents to standards") shall provide additional technical or procedural information for those who implement the programs or processes required to ensure compliance with standards.

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CONTRACTOR AND SUPPLIER MANAGEMENT

OBJECTIVE
The contractor and supplier (C&S) Quality control processes shall be evaluated, monitored and managed to ensure that their products and services meet the applicable corporate and Business Line/Product Line Quality standards

MECHANISMS

C&S Evaluation, Qualification and Selection
Contractors and suppliers shall be evaluated, qualified and selected based on their ability to deliver a quality product or service with minimum downtime in an ethical, professional, safe, healthy, and environmentally acceptable manner. Criteria for selection, evaluation, and reevaluation shall be established as per the requirements in the company standard for contractor and supplier management. Critical suppliers shall be identified, and appropriate controls shall be defined to ensure the quality of the products and services they provide.

C&S Management
Contractors and suppliers shall be managed to ensure that their Quality performance conforms to contractual requirements. These shall include any requirements regarding the Quality Management System and personnel competencies. To this end, a system shall be in place to help ensure effective communication between SLB and its contractors and suppliers.

C&S Performance
Mechanisms for monitoring contractor and supplier Quality performance shall be implemented. Good Quality performance shall be expected and recognized, and contractors and suppliers shall be actively involved in the continuous improvement process. Best practices identified shall be promoted throughout SLB. Poor performance shall not be tolerated and may result in termination of the contract.

RISK MANAGEMENT

OBJECTIVE
SLB shall maintain a process of risk analysis to monitor the exposure to service quality nonconformance.
Comprehensive risk management provides the necessary information to prevent or reduce the risk of service quality nonconformances, and to mitigate their impact on our operations.

MECHANISMS

Hazard Analysis and Risk Control
A hazard analysis and risk control process that addresses quality shall be defined and implemented. Fit-for-purpose risk tools shall be developed and used in the implementation of the service quality risk management process, depending on the complexity of the task or process.
When appropriate, employees shall receive formal training in quality risk management.
Employees, customers, contractors and all relevant third parties shall be informed of known conditions that could impact product or service delivery This communication shall include the products and services to be used, conditions of their use, hazards that could affect service quality, and any required prevention and mitigation measures. This shall be achieved through job-planning processes, pre-job meetings, and knowledge sharing within the company.
Systems shall be in place to communicate the assessed risks to the accountable level of management as determined by the magnitude of the risk. All related decisions shall be clearly documented.

Prevention and Mitigation Measures
Required prevention and mitigation measures shall be documented, implemented, and verified. These control measures shall include the use of competent personnel to execute the work, proper contingency planning, and authorized approvals. They shall be verified by customer acceptance when required, job debriefs, audits, and the analysis of recorded service quality information.

Management of Change
Processes shall be in place to manage the significant change introduced by deviation from:

- Changes in the organization structure affecting service execution
- Changes in critical suppliers
- Changes to Policies, procedures or standards affecting the Management system
- Changes to original equipment manufacturer's specifications, applications and/or software for service related product
- Changes in key personnel
- Changes in approved designs
- Regulatory and/or contractual terms and conditions
- Scope of work, product or service designs, equipment specifications, processes, and procedures
- Policies, standards, organization structure, key personnel, critical suppliers, QMS

Any increase in the level of risk introduced by these deviations, including the impact on resulting product or service quality, shall be analyzed and documented by management with appropriate competent personnel and the customer as required. Appropriate approvals and authorizations will be in place before any prevention and mitigation measures are implemented and operations resume.
For any deviations that could have significant impact on quality and / or customer assets, personnel shall be empowered to stop the operation.
A common system (QUEST) shall be used to manage the management of change process, and to record all
deviations, their cause, the alternative measures taken, and their formal approval.

Contingency Planning
Business Line/Product Lines and Functions shall have a defined process to prevent service disruption and identify mitigation measures. Contingency planning shall be incorporated into the product and service delivery process, as well as other processes that could impact the delivery of our products and services.

BUSINESS PROCESSES

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OBJECTIVE
Business processes for all essential activities shall be put in place and properly managed.

MECHANISMS

Assets, Products and Systems Integrity
The design, procurement, implementation and/or use of assets, products, services and systems used in SLB operations shall comply with company QHSE policies and standards and incorporate systematic Quality requirements. Facilities, equipment, products and systems shall be suitable for the required purpose and shall comply with their design specifications.
Planned and preventive maintenance programs shall be in place to ensure the integrity of SLB facilities as well as the equipment and products used to perform services. A process shall be defined for tracking the certification and recertification of testing, measuring, monitoring and detecting equipment.
Processes shall be in place to ensure that unauthorized modifications to assets, products, and systems are prevented.

Processes
All essential processes shall systematically incorporate quality requirements and be supported by documented procedures and work instructions as necessary. Critical processes shall be identified, mapped and regularly reviewed to assess quality implications. Operational processes and product documentation shall reside in the relevant knowledge management systems.

Multi-Business Line/Product Line Operations
Where multiple business lines/product lines are working on combined operations, the impact of one operation on another shall be assessed and recorded, a combined operations plan shall be implemented, and safeguards shall be in place to mitigate risks and cumulative effects.

Service Quality Plan
Business Line and Functions shall develop an annual service quality plan to improve their operational performance. The plan shall incorporate quality objectives and targets that are aligned with their strategic and operational goals for all appropriate levels of the organization.

Service Delivery Plan
Service delivery plans shall be developed to control the execution of services and the delivery of products. The plan can be developed according to the service type, well, project or geographic region as deemed appropriate by the Business Line/Product Line or Function and the customer requirements. The plan shall incorporate quality requirements into the service delivery process.

Customer Property
Business Lines/Product Lines shall have a defined procedure for managing customer property. The procedure shall address identification, verification, storage, preservation, maintenance and protection of customer property, customer intellectual property, and customer data. Customer property that is lost, damaged or unsuitable for use shall be reported to the customer. Records related to customer property shall be maintained.

Business Continuity
Plans for coping with all aspects of business continuity shall be created and regularly practiced. This ensures that all parties are aware of their roles and responsibilities for emergency preparedness, emergency response and business recovery activities that could impact quality.

AUDITS AND REVIEWS

OBJECTIVE
Audits and reviews shall be conducted on a regular basis to verify the implementation and effectiveness of the Quality Management System and assure a culture of continuous improvement.

MECHANISMS

QMS Audits
Compliance to the Quality Management System and associated requirements shall be evaluated using both internal and external audits. The frequency of these audits shall be determined by the perceived business risk. Managers shall record and report the results of audits and any other self-regulation processes to all concerned parties.

- Audit types (ProCAT, TechCAT, and HSECAT) and frequency shall be adapted to the level of risk associated with an activity and will continually be revised to meet changing requirements.
- Line management shall maintain an effective control process to ensure that the findings of audits are recorded, prioritized, actioned and closed out. Key lessons shall be disseminated throughout SLB.
- Audit findings, recommendations for improvement, and Remedial Work Plans shall be entered into QUEST and monitored to closure.
- Outsource activities performed at the facility must be included into the audits. (Applicable to co-located suppliers affecting service and service related product)
- Audit techniques includes but are not limited to: Interviews, documentation review, walk the process, observation. For maintenance inspections the Business lines will have a process to include observations for critical maintenance processes (assembly, testing and maintenance)
- The results of internal audits will be used as an input for Quality objectives

QMS Reviews
Periodic management reviews of the Quality Management System shall be conducted to ensure the effectiveness of the system, and to identify and implement system improvements.
Management reviews shall include:

- Actions from previous reviews
- Audit results
- Changes in legal and other requirements that impact service execution
- Customer feedback
- Process effectiveness
- Results of risk assessments

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- Status of corrective and preventative actions
- Analysis of supplier performance
- Analysis of service and product failures

CONTINUOUS IMPROVEMENT

OBJECTIVE
Quality systems, standards, processes, procedures, manuals, audits and assessments, and documentation systems shall be put in place to ensure the compliance of applicable SLB QHSE policy and objectives and for external governmental and regulatory requirements.

MECHANISMS

Performance Review
Key Performance Indicators (KPIs) shall be identified, targeted, measured, and reviewed to monitor continuous service quality performance and improvements. KPIs shall reflect the expectations our customers have of our performance.
Reviews of Quality performance shall involve all concerned parties, including customers.
Any remedial actions required as a result of periodic Quality performance reviews or meetings shall be entered into QUEST and monitored to closure.

Event Reporting and Management
Each Business Line/Product Line and Function in every location shall record and report all nonconformances related to the internal services they provide. Nonconformances related to the execution of services or the delivery/use of products to external customers shall also be reported. Service or product nonconformance shall be investigated and analyzed. Lessons learned from these investigations shall be communicated, and corrective actions implemented.
Management shall prioritize the remedial actions recommended in investigations, assign responsibilities and monitor their progress until completion.
Investigation teams shall include the appropriate Functions, management, the local Quality organization and appropriate internal or external resources.
Lessons learned from these investigations shall be documented via the relevant knowledge management system.

Compliance Monitoring
Regular assessments and inspections shall be conducted in all locations, including suppliers that can impact service quality or the service-related product in that location. These activities shall verify conformance of activities with defined standards, processes, procedures, and local laws and regulations.
Any Remedial Work Plans resulting from assessments and inspections shall be entered into QUEST.

Corrective Actions and Continuous Improvement
A process for preventive/corrective action and continuous improvement shall be in place in all locations and shall actively involve all our employees, suppliers and customers. This process shall address concessions and quarantine of nonconforming products, services and service-related products. A 'no-blame' culture shall be promoted to encourage employees to report problems, noncompliances and non-ethical behaviors. All employees shall be encouraged to suggest improvements to existing standards, processes and systems.
Systems shall be established to identify customer needs and competitive developments. The Operations System and HSE functions shall support line management in analyzing problems and developing improvement plans with regard to customer needs. Regular service quality reviews shall be held with customers as part of the continuous process of quality improvement.

Recognition Programs
Recognition and reward programs shall be established to encourage personnel involvement in the Quality continuous improvement process.

Customer Satisfaction
Business Lines/Product Lines and Functions shall have a process for monitoring customer satisfaction that includes customer feedback, performance indicators, and other information.

Performance Improvement Reviews
Performance reviews shall be conducted to monitor and evaluate the effectiveness of the QHSE policy, key processes, KPIs and KPOs, customer feedback, audit results, corrective/preventative actions, management reviews, and data analysis. The output of these reviews shall define remedial work plans that improve the performance of the QMS.

These reviews will be documented in QUEST to ensure the effectiveness of the system and to identify and implement management system improvements.

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