

## OPERATIONAL EXCELLENCE AND PERFORMANCE SYSTEM (OEPS)

Setting core expectations to deliver consistent service to our customers while protecting all personnel, products, 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, including ISO 9001, API Q1/Q2, ISO 45001, and ISO 14001.

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 in which workers are empowered to act in the best interest of everyone involved.

---

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

# A HIGHER STANDARD

## How OEPS Aligns with International Management System Standards

### 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.

**Global procedures** provide the essential foundation for how we conduct our business. They establish a unified, disciplined framework that guides our operations and ensures consistent, high integrity execution across all regions. By defining clear expectations for both Quality and HSSE, these procedures strengthen alignment, enhance risk management, and support our commitment to safe, reliable, and continuously improving performance.

**Product-line technical documents** facilitate 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 functions and client- 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, client-stated requirements, regulatory requirements, and other applicable requirements. These documents include informational guides, checklists, forms, audit and inspection results, data, and records.

---

### A GLOBAL NETWORK

Our global presence strengthens our ability to execute with consistency, deliver value, and support customers wherever they operate.



# 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 each customer's unique needs and expectations.

We understand that a rigid set of guidelines does not suit the breadth of our organization or 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 their 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 our business's success. OEPS provides training and documentation to ensure we deliver our services consistently across all 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

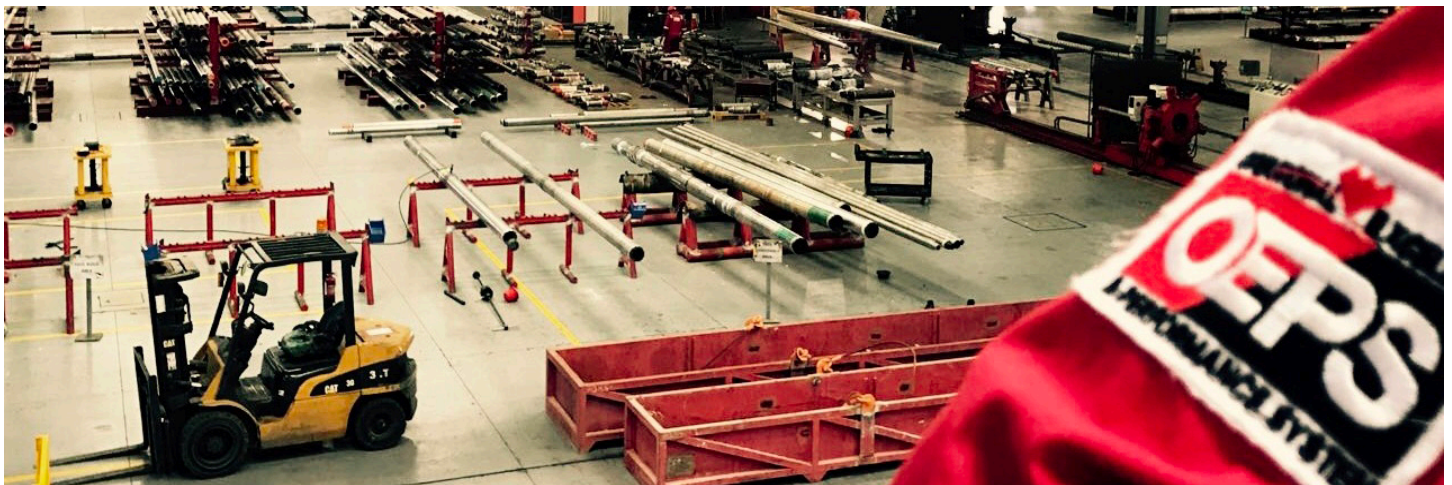
Reliable service quality results from applying a proven methodology. OEPS outlines procedures for product and service realization, risk management, supplier and subcontractor relationships, service execution, performance tracking, and continual improvement.

### 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 clients. Our system includes expectations for product and service performance, operational experience, client satisfaction, problem resolution, audit performance, supply-chain performance, employee experience, and continuous learning with the goal of incident-free operations.

---

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.



# CONSISTENT STANDARD. CONSISTENT SERVICE QUALITY.

At Weatherford, we aim to differentiate ourselves through our service quality. We recognize the importance of consistently delivering reliable products and services to our customers. To support this objective, quality control is embedded at multiple levels across our operations.

We invest in ongoing training and competency assurance for our people to maintain a comprehensive Quality Management System that equips employees with the tools, procedures, and resources needed to perform each job safely and efficiently.

Our Quality Pillars underpin our approach to operating with a quality mindset:



## SUPPLIER AND VENDOR QUALITY

We partner with reputable suppliers to deliver quality products on-time and meet our customers' needs.



## CONTINUOUS IMPROVEMENT

We constantly strive to improve our performance and provide the best support possible to our valued customers.



## QUALITY MANAGEMENT SYSTEM & AUDITS

We hold ourselves to a high standard and provide frameworks, processes, and audits to ensure we consistently deliver world-class products and services for our operations.



## INCIDENT MANAGEMENT

If an issue arises, we provide timely support to get the job back on track.



# SAFE AND RESPONSIBLE OPERATIONS

Weatherford has two categories of HSSE performance procedures. Our **HSSE Management System** is designed to educate employees, empower them to identify and eliminate risks, and encourage intervention when unsafe acts or conditions are observed. Our **Environmental Tenets** program also requires employees to take an active role in managing waste, water, land, and energy resources responsibly.

Weatherford is dedicated to improving Human Performance through the “*Human Performance in Oil and Gas Best Practices for Procedure Writing*,” which ensures procedures are clear, validated with subject matter experts, and easy to follow. The company also integrates Human and Organizational Performance (HOP) principles across the organization, emphasizing that people make mistakes, blame fixes nothing, and context drives behavior. Leaders are trained in HOP principles to guide the organization’s response to problems, fostering learning from mistakes and supporting continuous improvement.



**Bypassing Safety Controls**



**Confined Space**



**Driving**



**Energy Isolation**



**Hot Work**



**Line of Fire**



**Safe Mechanical Lifting**



**Work Authorization**



**Working at Height**

## **ALIGNMENT WITH THE INTERNATIONAL ASSOCIATION OF OIL AND GAS PRODUCERS (IOGP)**

Weatherford is committed to safe and reliable operations by aligning with IOGP safety standards. To reinforce this commitment, we have adopted the nine IOGP Life-Saving Rules, which help drive best practices and enhance safety across our operations.

Weatherford also adopted the IOGP Process Safety Fundamentals (PSFs) to strengthen our ability to prevent high-severity incidents such as fires, explosions, and hazardous releases. The PSFs are integrated into our OEPS and reinforce the importance of identifying and addressing conditions that could lead to serious events. Together with the Life-Saving Rules, they form part of our framework for preventing incidents and promoting proactive risk management across our operations.



---

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

CONNECT WITH WEATHERFORD

