



# WEATHERFORD RESPONSE TO: COVID-19

The health and safety of our employees, customers and communities is our highest priority. During these uncertain times, we've taken direct action in response to the ongoing coronavirus (COVID-19) pandemic to safeguard the health and safety of our customers and employees.

The enclosed document provides an overview of our crisis management and other risk mitigation efforts.

At Weatherford, we believe in safety *always*. We will continue to keep you informed as the situation changes, and we invite you to reach out directly with any specific questions about our response plans.



## COVID-19 MITIGATION

We began our response to the COVID-19 outbreak in January when we were made aware of its rapid spread through Wuhan, China. Our global HSE teams immediately began communicating with teams on the ground in China, talking to local healthcare providers, and monitoring information from the [Center for Disease Control and Prevention](#) (CDC) and the [World Health Organization](#) (WHO).

We activated our crisis management team, comprised of leaders across all our business segments, including QHSE, security, manufacturing, supply chain, sales, and operations. This team operates at an enterprise level to:

- Make decisions to ensure the safety and wellbeing of our personnel
- Proactively monitor threats to our business operations and mitigate where possible
- Manage corporate messaging to employees, suppliers, and customers
- Support Geozone Disruptive Events Management (DEM) teams in acquiring resources
- Create and/or modify policies as required

## BUSINESS CONTINUITY PLANNING

Our Business Continuity Management (BCM) program operates based on the global planning standard ISO 22301. In response to COVID-19, the BCM team communicates with our key stakeholders on a continuous basis to ensure that we are well-positioned to sustain our operations in support of customers.

We are reviewing our critical processes and strategies to evaluate the two most common threats during a pandemic:

- 1) loss of people; and
- 2) interruptions of supply chains.

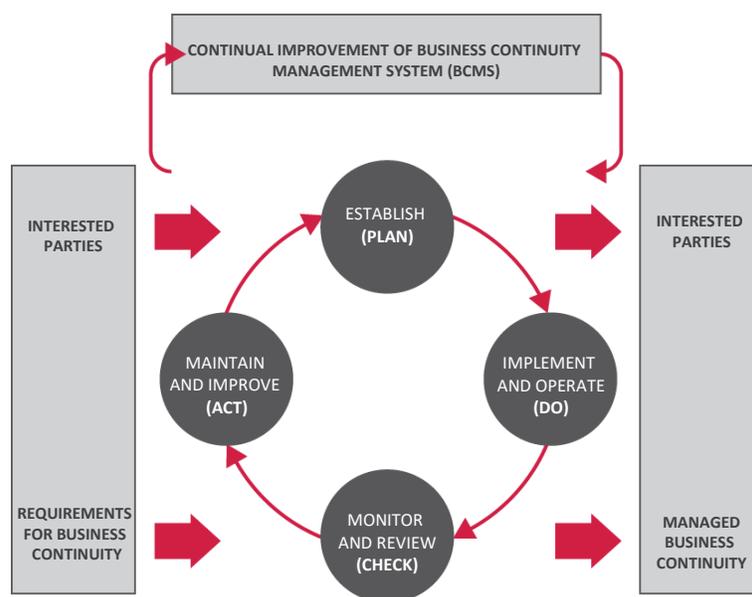


Figure 1 –  
PDCA model applied  
to BCMS processes

Based on this information and other emerging threats, we are refining our mitigation strategies to reduce the potential impact of a disruption if these risks become a reality.



## INFORMATION EXCHANGE

We've enacted crisis communication strategies to keep our employees aware of the latest developments of the pandemic and how they impact our operations. As part of our communications strategy, the following are the strategic ways we're keeping employees informed:

- Emergency response toolkits for employees and customers
- Global communications, including email and social media as applicable
- Digital facility signage
- Screen savers with the latest information from the [CDC](#) and [WHO](#)

If you have any questions, please reach out to your Weatherford contact or send inquiries directly to our HSE team.

## TRAVEL RESTRICTIONS

To reduce the likelihood of contact with COVID-19, we've implemented global travel restrictions until further notice. Any business-critical travel requires assessment and approval from executive leadership. In addition, and reflecting the latest advice from the WHO, we are now imposing additional controls on domestic travel to further minimize exposure.

## SELF-QUARANTINE

Following the [CDC guidelines](#), we have recommended a 14-day self-quarantine for any employees returning from international travel. These guidelines include:

- Remaining at home, except to visit healthcare providers
- Avoiding public areas, public transport, and taxis/ride-sharing

In the event that any employee or a family member reports symptoms of COVID-19, we will provide them with comprehensive guidance, reflecting CDC expertise.

## SOCIAL DISTANCING

We've advised our employees to implement social distancing where it's practical to do so. As part of its community mitigation strategy, the [CDC](#) recommends social distancing in the workplace and at home. At work, specifically, this means limiting in-person group gatherings at all Weatherford locations. Our teams have been instructed to use video conferencing and calls as an alternative.

It is still vital and necessary to engage regularly with our customers. Instead of in-person customer meetings, we are using video-conferencing applications to continue the business.

While we have implemented social distancing, we are also educating our workforce about the myths associated with COVID-19, as communicated on the [WHO myth buster website](#). False information leads to stigmatization, which can undermine social cohesion and prompt possible isolation of certain groups. This social isolation can contribute to a situation where the virus is more, not less, likely to spread. To keep our employees and customers safe, we are [sharing information](#) to let facts, not fear, drive decisions.



## **REMOTE WORK**

We are asking all employees to work from home if they are able. We've provided instructions to these employees about how to continue business from home, and our IT teams have prepared the appropriate infrastructure and licensing to enable remote work.