

Black Diamond Oilfield Rentals LLC

Company Core Values

- ❖ **Servant Leadership:** Solving customer problems;
- ❖ **Innovation:** Adapting, changing and continuously improving;
- ❖ **Integrity and Trust:** Operating with integrity, accountability and ethically in everything we do;
- ❖ **People and Passion:** We are passionate about safety in our products & services and in our workplace;
- ❖ **Commercial Focus:** Creating value with our customers, sales and supplier partners.

Company Quality Policy

- **Policy (Satisfying Customers):** Delivering consistent and reliable quality products and services on time which meet requirements and exceeds our customer's expectations;
 - A. **How its Achieved:** Understanding customers' requirements, both internally and externally, and management commitment to providing the highest quality products/services;
 - B. **How its Measured:** Customer satisfaction survey's; Market based feed-back & Promoting quality awareness to all employees, partners and stakeholders.
- **Policy (Achieving Compliance):** Conforming to compliance and regulatory requirements as mandated by government, customers, and the industry we service; conducting our operations ethically at all time;
 - A. **How is Achieved:** Maintain knowledge base of business, legal and scientific & technical requirements stipulated by Clients and Governing bodies;
 - B. **How its Measured:** Management reviews; Internal/External audits & Trend Analysis (NCR's, CAR's & PAR's)
- **Policy (Respecting Colleagues):** Treating our fellow employees, suppliers, contractors, customers and shareholders with respect and valuing their contributions;
 - A. **How its Achieved:** Training/mentoring our employees to promote team work, enhance their skills, knowledge & technical competency to achieve Company and individual objectives;
 - B. **How its Measured:** Implementing effective training/mentoring programs; Internal/external audits & Product & service innovation development.
- **Policy (Continuous Improvement):** Assessing and improving our systems, process, and people to enhance our innovative, value-added products and services on a continuous basis;
 - A. **How its Achieved:** Process approached monitoring of the QMS system performances by factual analysis based for effective decision making and continual improvements;
 - B. **How its Measured:** Trend analysis of NCR's, CAR's & PAR's; Internal audits of QMS system; External customer audits & External regulatory audits.
- **Policy (Supporting Community):** Engaging with our community and maintaining an effective social responsibility strategy.
 - A. **How its Achieved:** Commitment to behave ethically and contribute to development of the quality of life to the workforce and their families as well as the local community;
 - B. **How its Measured:** Environmental management plans; Promotion of Volunteerism & Community engagement.

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