



## How we operate

### People are at the core of Proserv

We care about our people and how we conduct ourselves as a business. Supported by our FRESH values, our mission is to allow our people to continually develop, thrive and reach their full potential in a safe working environment.

Doing things the right way is wired into our FRESH values and we adhere to high standards of governance, integrity and regulatory compliance. Every Proserv employee is empowered to take ownership of health, safety and environmental performance as part of their daily working duties and are authorised to stop any job which is deemed to be unsafe.



In all our major operating locations, we aim to build local businesses founded on local leadership, high quality in-country personnel and support for regional supply chains. Core to the Proserv offering is our ability to manufacture, deliver and support our control solutions locally by our highly experienced technicians. This means that we support knowledge sharing and empower our employees to develop themselves through access to coaching and mentoring, learning libraries and webinars. We also provide apprenticeship and graduate schemes to support the next generation of control experts.

### At the forefront of technology advancement

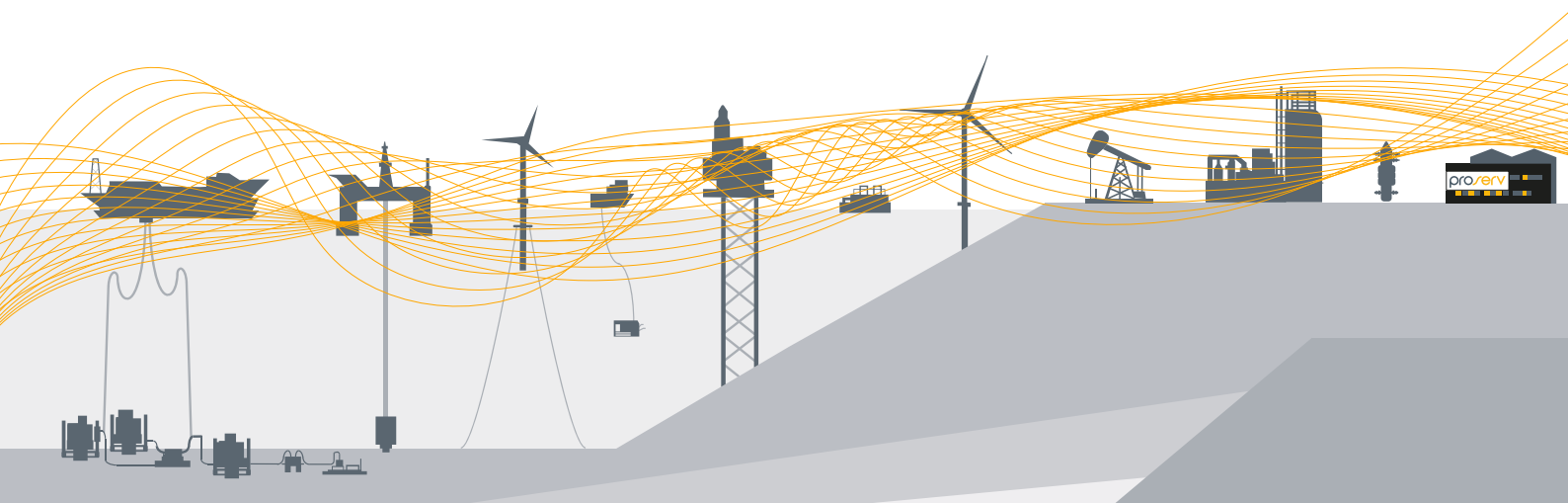
With the right people in place and the right knowledge, our technical experts around the world have been

responsible for some truly innovative technologies, from our A2G subsea electronics module in the 1990s, to today's ECG™ holistic cable monitoring system.

No project is the same. Proserv's rich history in controls means that we can leverage the expertise from one product family and apply it to another, sharing technology and best practices to create new and innovative solutions, all while operating to the highest safety and quality standards.

### A collaborative approach to project management

Our problem solving approach and integrated service capabilities allow us to be nimble when it comes to project management. Our teams leverage their experience to manage the risks, costs and safety of our





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clients' projects with a tailored and integrated set of project management processes. We appoint an experienced person to be the single point of contact for each client project to ensure the project is completed on time, on budget and to the agreed quality.

### Underpinned by the highest quality standards

Ultimately, for Proserv, quality is not something separate from our business. Guided by our FRESH values, our people are dedicated to ensuring that every product, service and solution is delivered on time and right first time in the safest and most efficient way. We remain committed to continuous improvement as we help to deliver world-class performance and drive business results.

### The proof: we are an award winning company

Early Career Professional of the Year - OEUK 2022

Service and Solutions Award - EIC Awards 2021

Export Award - EIC National Awards 2019

Workforce Engagement Award - Oil & Gas UK Awards 2018

Innovator & Technology Award - Subsea UK Awards 2017

Subsea Company of the Year - Subsea UK Awards 2015

Great Large Company of the Year - Offshore Achievement Awards 2015

Apprentice of the Year - Oil & Gas UK Awards 2014

Business of the Year - Spirit of Enterprise Awards 2014

Technology of the Year - Middle East Oil & Gas Awards 2013

