

The CODES Operations

Our 10 operational principles



Saybolt
A CORE LABORATORIES COMPANY

Saybolt International B.V.
Stoomloggerweg 12
3133 KT Vlaardingen

Phone: +31 10 4609 911
Fax: +31 10 4353 600

Email: saybolt@corelab.com
Internet: www.saybolt.com

Fast. To the point.



- 
- ▶ Listen first
 - ▶ Offer solutions
 - ▶ Demonstrate expertise
 - ▶ Go for a 'plus'
 - ▶ Practice experience

Deliver value

We deliver value

We are good listeners and think in solutions based on our knowledge and experience. We always strive to add value for our clients and our colleagues.



- 
- ▶ Promote safety
 - ▶ For you
 - ▶ For all people
 - ▶ Think safe; Act safe
 - ▶ Feel safe; Talk safe

Behaving safe

We are safe

**Our behaviour promotes
the safety of ourselves, our
colleagues and personnel at
sites where we operate.**



- 
- ▶ Doing it right
 - ▶ ...the 1st time
 - ▶ Committed
 - ▶ Avoiding waste
 - ▶ Fast, to the point.

Being efficient

We are efficient

We do things at the right time and we do them right the first time. We work hard and do not waste time, gear and money.

We are fast, to the point.



- 
- ▶ Valuing teamwork
 - ▶ Sharing thoughts
 - ▶ Communicative
 - ▶ Effort in relationships
 - ▶ Contractual quality

Make it work

We make it work

**We value teamwork and put
effort and quality in our
personal contacts.**



- 
- ▶ During operations
 - ▶ In any environment
 - ▶ Staying alert
 - ▶ Monitoring progress
 - ▶ Expect the unforeseen

pro active

We are proactive

**We are always alert on the
unforeseen, in all our
operations and business
environments.**



- 
- ▶ Approachable
 - ▶ Walk the extra mile
 - ▶ Being of service
 - ▶ Patient, receptive
 - ▶ Because we care

Giving access

We are accessible

**We are ready for you when
you need us, because
we care.**



- 
- ▶ **Being honest**
 - ▶ **Staying consistent**
 - ▶ **Creating room to act**
 - ▶ **Accountability**
 - ▶ **Training skills**
 - ▶ **Improving attitude**

Motivating

We motivate

We motivate our people by being honest and consistent, by creating freedom to act and defining clear accountabilities. We train our people to build their skills and behaviour.



- ▶ Premium quality
- ▶ Every time, always
- ▶ Where-ever we are
- ▶ Locally or World Wide
- ▶ For every client



consistency

We are consistent

**We deliver the same
premium quality; where-
ever we are in the world, for
who-ever we work.**



- 
- ▶ Unbiased results
 - ▶ Being reliable
 - ▶ Remaining auditable
 - ▶ Acting trustworthy
 - ▶ Asking feedback

9

Impartiality

We are impartial

**We deliver impartial results
which are recognized in the
sector as reliable, auditable
and trustworthy.**



- 
- ▶ Contributing
 - ▶ Inspiring
 - ▶ Delivering
 - ▶ Finding solutions
 - ▶ Being creative
 - ▶ Innovative

10

Momentums

We create momentum

We foster a high-performing environment, which inspires to deliver, to find creative solutions and to stimulate innovation.





Leadership behaviour

Leaders live the operating
code themselves and expect
their people to do the same.



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Our operating code

Our recipe to turn our goals
into reality consists of a set
of behaviours, which all
together make our
operating code.



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**We are
visible and
recogn-
izable**

**Our behaviour is visible and
shall be recognized by all
stakeholders: clients, our
personnel and families,
suppliers, shareholders,
authorities, etc.**



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**We want
to be...**

**... the best recognized, most
prosperous, Independent
Inspection and Testing
Company in the oil, gas and
chemicals industry.**



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