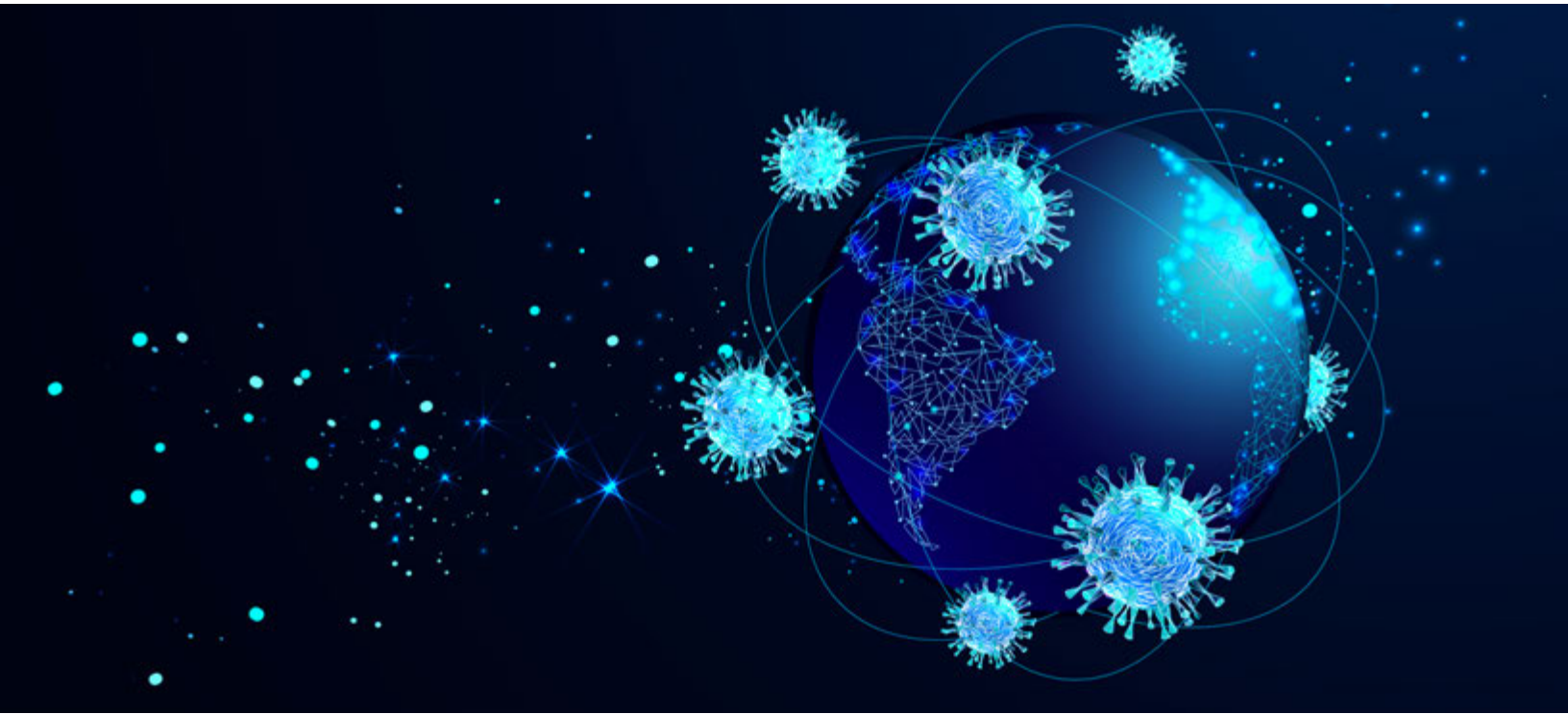


COVID-19 Crisis Management Plan

Update: March 24, 2020



March 24, 2020

Dear Customer,

The following document is an overview of the Schlumberger response to the Coronavirus Disease 2019 (COVID-19) outbreak. As the number of affected areas has expanded globally, we have been working very closely with our health provider partners and subject matter experts to monitor the spread of the virus daily and take appropriate, responsible action.

Our first commitment is to our people, working to protect their health and safety while minimizing the impact on your business and operations. Below you will find details of some key elements of our crisis management strategy, including:

- Measures we have taken to reduce exposure while minimizing business impact
- Planning for business continuity

We would like to take this opportunity to reassure you that, as your strategic partner, we are committed to conducting our business in the safest manner that we can while meeting our obligations to your satisfaction. We invite you to maximize our collaboration because working together is the strongest defense we have against this and any future health threat.

Thank you for your understanding and full cooperation.

Sincerely,

A handwritten signature in black ink, appearing to read 'Mohamed Kermoud', with a stylized flourish at the end.**Mohamed Kermoud**

Health, Safety and Environment Vice President
Houston, Texas

REDUCING EXPOSURE

Our key efforts to minimize exposure have been focused on defining risk-based levels to enable us to manage the related geographical risk and facilitate effective communications and management of crisis and emergency processes.

Schlumberger COVID-19 Risk Levels

Four levels have been defined to set geography-specific actions to help us minimize health risk while also minimizing business impact. These are:

- **Schlumberger COVID-19 Level 0**
No human COVID-19 cases reported in the country.
- **Schlumberger COVID-19 Level 1**
For clusters of less than 25 human COVID-19 cases reported in a country.
- **Schlumberger COVID-19 Level 2**
Limited impact countries where between 25 and 100 human COVID-19 cases have been reported.
- **Schlumberger COVID-19 Level 3**
Significantly impacted countries where more than 100 human COVID-19 cases have been reported.

Travel Restrictions

Based on these defined risk levels, travel restrictions have been implemented that range from "Business Critical only" to a complete travel ban into and out of Level 3 countries. Allowable "Business Critical" travel requires an exemption and a COVID-19 risk self-assessment.

- **International Travel Restriction**
All travel across the company is restricted to Business Critical only, regardless of the risk level. Business Critical international travel requires completion of a Company Exemption together with the traveler's completed COVID-19 risk self-assessment to help the approver evaluate the related conditions.
- **Domestic Travel Ban**
All domestic travel is restricted to Business Critical only for those countries under Schlumberger COVID-19 risk Levels 2 and 3. A Company Exemption must be obtained by the traveler along with the traveler's completed COVID-19 risk self-assessment to help the approver evaluate the related conditions.
- **Travel Ban**
All travel into and out of a Level 3 country is banned. Any exemption to this ban must be approved at the company's executive level.

BUSINESS CONTINUITY PLANNING

The following actions and processes have been carefully implemented by the HSE and Corporate Risk Management teams and deployed in countries upgraded to Schlumberger COVID-19 Risk Level 3 and are subject to drills for those countries under Level 2:

- People analysis
 - Headcount lists for all countries and locations
- Business impact on assets and the environment (by Business Unit)
 - Review of technical aids to minimize impact of travel restrictions
 - Review per geography and per customer within affected geographies
- Ability-to-operate analysis
 - Measures to be implemented in local facilities
 - Domestic logistics impact
 - Local supply impact
 - International logistics impact
- Global supply impact analysis and delivery impact analysis (for countries with manufacturing centers)
- Periodic review of the Emergency Response Plan
- Review of travel restrictions and further impact on business
- Continuous review of business impact and effectiveness of measures

CONCLUSION

The best and most efficient way to maintain the safety of our personnel while maintaining business continuity and minimal operational disruption is by having our companies work together—share information, coordinate an approach, and act collaboratively—which is why we invite you to partner with us and face this crisis with a collective effort. The entire Schlumberger leadership team has been actively engaged in defining the strategy for the COVID-19 outbreak response and they support continued vigilance through this situation.

We have assembled information and resources relevant to COVID-19, including a free mobile app, at our website, www.slb.com/COVID-19.

For further discussion about the Schlumberger COVID-19 outbreak response program, please do not hesitate to contact us.