

At Baker Hughes, we take energy forward – making it safer, cleaner and more efficient for people, and the planet.

Each of us is a trusted partner to our customers and we want to enable their success through everything that we do. As part of this commitment we believe in doing the right thing always, and delivering the best quality and safest products, services, processes, and technologies in the industry.

Care: Doing the right thing, always, for our customers, our people, and the environment.

Policy Statement

Everything that we create is aimed at meeting the needs and expectations of our customers and is compliant with customer, statutory, regulatory, internal, and industry safety and quality requirements. However, we go beyond this, continually reviewing and improving our Quality Management System to enhance our performance, increase customer satisfaction and achieve our organizational goals and quality objectives.

We expect every employee to share this dedication to quality and play their part in maintaining and improving quality by following these fundamental principles:

- **Customer Focus** – passionately drive customer satisfaction with our products and services, aiming at building long-term loyalty by partnering with customers to achieve mutual success.
- **Compliance** – identify, understand, and ensure strict compliance with customer, statutory, regulatory, internal, and industry requirements pertaining to the safety, quality and performance of products and services in every country we operate.
- **Risk Management** – continually review our product and service processes. Identify potential risks, and opportunities that could affect product/service conformity and the ability to enhance customer satisfaction. Take the necessary actions to mitigate risks in order to enhance the effectiveness of the Quality Management System.
- **Flawless Execution** – contribute to customer satisfaction and pursue quality at the source by performing each job right every time with the required competency, awareness, and authority to stop any nonconforming product or service.
- **Improvement** – take action to assess, simplify, and sustainably improve the effectiveness of our Quality Management System to enhance our products, services, processes, and technologies.

We shall meet these commitments through clearly documented quality objectives, routine management reviews, and an all-encompassing quality culture that employs digital analytics, Lean Six Sigma, and simplification.

Responsibility and Authority

It is the responsibility of the Chairman and CEO of Baker Hughes and management teams at all levels throughout the business, to ensure the communication, understanding, and implementation of this policy by providing the necessary processes, procedures, resources and training to ensure that all the employees are proactively engaged and empowered to deliver safe and flawless execution.

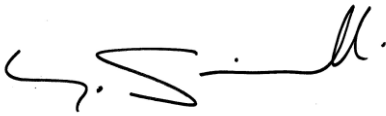
It is the responsibility of all employees to voice concerns regarding the ability to meet customer requirements and expectations in order to comply with all parts of the Quality Management System. To that end, employees should promptly report:

- Any questions or concerns about interpreting this policy or its application to their jobs;
- Any concerns involving a violation or possible violation of this policy, to their managers or quality representatives;
- Any concerns involving a violation of the Integrity policies or the law, to their managers, or, if preferred, to a company legal counsel, auditor, ombudsperson, or other designated person.

Reports may be written or oral, as well as completely anonymous. Retaliation against any employee for reporting or supplying information about a policy concern is strictly prohibited.

Review

The Chairman and CEO of Baker Hughes will review the Quality Policy annually to ensure its continued applicability and effectiveness.



Lorenzo Simonelli

Chairman and Chief Executive Officer