



## QUALITY POLICY

Our ability to deliver services and products that meet or exceed customer expectations and requirements is critical to our business success.

***At Pacific Drilling, we will:***

- Ensure that we maintain a customer focus, aimed at full understanding of the expectations and requirements of both internal and external customers.
- Continually and proactively monitor the perception of our customers to ensure satisfaction, and act on feedback in a timely fashion.
- Maintain and continually improve the effectiveness of our management systems to ensure compliance.
- Establish quality requirements for our contractors and suppliers to the mutual benefit of both parties.
- Encourage the open and honest reporting of non-conformity and empower all parties working for or on behalf of Pacific Drilling to participate in and contribute to the continuous improvement of the company.
- Diligently measure our performance and make decisions based on facts.
- Develop a highly skilled workforce through the implementation of comprehensive competence management processes.
- Understand the operational and support processes that are required to deliver our services and products and ensure that all associated risks are understood and controlled to an acceptable level.
- Encourage a “right first time, every time” culture where there is always time to do things the right way and where all employees have the duty and authority to stop substandard work.
- Foster a team spirit based on a belief in treating people the way they should be treated.