



C&J Energy Services

COMPLAINT REPORTING PROCEDURES

Reporting Procedure for GENERAL COMPLAINTS & EMPLOYMENT MATTERS

1. Follow the Chain of Command. You should first discuss your complaint or concern with your direct supervisor or other management representative within your business unit.

For example, if the complaint/concern relates to your direct supervisor, you should discuss your complaint/concern with another member of management within your immediate chain of command.

2. Contact a Human Resources Representative.

While you are strongly encouraged to resolve complaints within your chain of command, you can also discuss your complaint/concern with the HR representative supporting your business unit or facility.

This alternative is appropriate, for example, if you are not comfortable reporting the complaint/concern through your direct management team (immediate chain of command), or if you have first communicated the complaint/concern through your chain of command but you are not satisfied with the response or if you experience retaliation.

Reporting Procedure for HEALTH/SAFETY/ENVIRONMENTAL MATTERS

1. Follow the Chain of Command. You should first discuss your complaint or concern with your direct supervisor or other management representative within your business unit.

2. Contact a QHSE Representative. While you are strongly encouraged to resolve complaints within your chain of command, you can also discuss your complaint/concern with the QHSE representative supporting your business unit or facility.

STOP WORK AUTHORITY

If you experience or witness conditions or behaviors that pose imminent danger to people, equipment or the environment, you are expected to immediately initiate "Stop Work Authority" and engage your supervisor and/or QHSE representative to immediately take the necessary steps to analyze and resolve the unsafe situation. You will not be retaliated against or experience any retribution for, in good faith, initiating Stop Work Authority or supporting any Stop Work Authority initiated by others.

Reporting Procedure for ACCOUNTING, COMPLIANCE, LEGAL & ETHICAL MATTERS

A secure and confidential anonymous reporting "hotline" is available 24/7 globally, and is managed by The Network, an independent company.

REPORT BY PHONE

(available in English, Spanish and Arabic):

1-844-472-2438

International country-specific phone lines to come

REPORT ON THE WEB

(available in English, Spanish and Arabic):

<https://cjenergy.tnwreports.com>

Questions or concerns may also be reported via email directly to the C&J Legal Department at **compliance@cjcs.com**.