



## As we reflect on a year of contradictions, politically, economically and socially across the globe.

**All of these variations have an effect on the oil and gas business some in a macro manner and some with a much broader, geo diverse impact.**

Predictions in the oil and gas business have never been easy to make but at this time with so many situations potentially affecting the fortunes of us all, there is arguably less transparency now than there is "normally" on what may or may not happen going forward into 2012

This all leads to looking at the "here and now" and fuels the ever present cycles of instability in oil and gas activity and related demand for service work. Having a longer term view enables an element of planning to

come into play in terms of staffing levels and equipment resource requirements. When nervousness still hangs over the sector companies are reluctant to take longer term risks and instead look to make short term arrangements to avoid downturn damage from carrying too much fixed overhead and getting caught.

Activity levels across the world are very buoyant at this time resulting in increased activity for all of the WWG companies. We, like most other business's, have to walk a fine line between increased activity and keeping an eye on credit days since its evident that credit periods are extending as companies look to hold onto cash for as long as they can during uncertain times.

We continue with our quest to drive quality and to pull through increased excellence and reliability for our clients. Occasionally we, like everybody else, have a "bad apple" in the barrel which can, if allowed, taint the rest that are perfectly good,. The contracting and client community have a duty to ourselves to expose these individuals since the negative effect that they can have on the service sector of the business is of untold significance. Please don't be an idle bystander. If you know that someone is out of order, stand up and deal with it before others get hurt physically, financially or both.

Situations are an inevitability when dealing with people, long term success we believe is as much to do with how these situations are dealt with after the event, the lessons learnt and most importantly, improvements implemented going forward.

# Infection Control

**Coming into colder season in the Northern Hemisphere and whilst on your travels you need to be aware of prevention methods for illness and what to do if you are taken ill.**

## What causes infections?

Contact with potentially infectious micro-organisms such as bacteria, viruses, and fungi are common. The body's normal resistance is usually enough to prevent an infection from taking hold in the body, but if the infection is very virulent or if your resistance is low, then an infectious illness results. Bacterial and viral infections can both cause symptoms such as fever, chills, and fatigue. It can be difficult to distinguish which is the cause of a specific infection. Many ailments such as pneumonia, meningitis and diarrhoea can be caused by either type of microbe. It's important to distinguish, because viral infections cannot be cured by antibiotics unlike bacterial infections.

## How are viruses / bacteria transmitted?

Most viruses and bacteria are commonly transmitted through the eyes, mouth, nose and respiratory passages, they are easily transferred by touch, or contact with airborne particles that are created by coughing or sneezing. If your immune system is compromised through poor nutrition, extreme environmental conditions (heat/cold) etc. your immune system function could be compromised and the chances of infection are raised.

## Control Measures – how to avoid contracting illnesses.

Practicing and being aware of the below control measures will help you to avoid illness when working away. These control measures should be followed where possible ESPECIALLY when working outside the European Community in Less Economically Developed countries.

- Avoid the virus - Give carriers a wide berth.
- Hand washing regularly and thoroughly - Viruses and bacteria are often introduced to the body from the hands after touching contaminated surfaces.
- Avoid rubbing / touching your face - Especially the eyes / nose and mouth this is the easiest way to introduce a virus / bacteria to your body.
- Avoid smoking and eating when you aren't able to wash your hands.
- Cover all cuts and grazes effectively.
- Aim for a well balanced diet and a high fluid intake – a key factor in maintaining a good immune system.
- Use hand sanitizer gels.
- High levels of personal hygiene.
- Cleaning and disinfecting of surfaces and equipment will help to avoid contamination.
- Practice good food hygiene.
- Good air flow – avoid areas with restricted air flow where possible (buses, unventilated rooms etc).
- High levels of cleanliness with laundry.

## What to do if you're feeling unwell?

You should let your Wellwise Service Line Manager know if you are feeling unwell and are about to be mobilised for a job. It is not a good idea to travel whilst feeling unwell as this can compromise your safety and the safety of others.

If you are already on a job and are taken ill you should report to the medic and/or your job supervisor as soon as possible. Try to stay in touch with WWG as much as possible too (although the client generally does this for you) as we have various medical information on file that will be vital for the medics to know.

If you return or have been sent back from a job through illness you should

## CATCH IT

Germs spread easily. Always carry tissues and use them to catch your cough or sneeze.



## BIN IT

Germs can live for several hours on tissues. Dispose of your tissue as soon as possible.



## KILL IT

Hands can transfer germs to every surface you touch. Clean your hands as soon as you can.



ALWAYS follow up with your Doctor or hospital to confirm any diagnosis and treatment. This will aid your recovery and fitness upon your return to work and also check any diagnosis given in other countries.

As part of our commitment to our health and safety standards we like to ensure contractor safety at all times. In keeping with this we will most likely ask you for some information regarding your condition. We will then investigate this further so that we can offer some resolute guidance and action. We will also work towards preventing repeat instances.

## Contractor Medical Information.

We have on file, for all contractors, various medical information which will be requested by a client before you mobilise with them and also if you're taken ill whilst on location.

A subject that is becoming increasingly important is that of your blood group. If you think that we may not have your blood group on file please send us an email immediately. This is vital and potentially lifesaving information that we simply MUST have before you are mobilized for a client.

## Returning to work after illness?

After you have been taken ill at work you may be asked to have a 'Return to Work Medical' before you are mobilized again. This just ensures that you are fit to work and don't have any restrictions.

**Key Message: You can help to control your exposure and susceptibility to infections.**



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# COSHH Safety Brief

## Introducing the new international hazardous substances symbols

### What is COSHH?

It stands for the 'Control of Substances Hazardous to Health' (Regulations 2002). It places duties on employers and employees. The Regulations set out a sensible step by step approach for the control of hazardous substances and for protecting people exposed to them.

### What do YOU need to do?

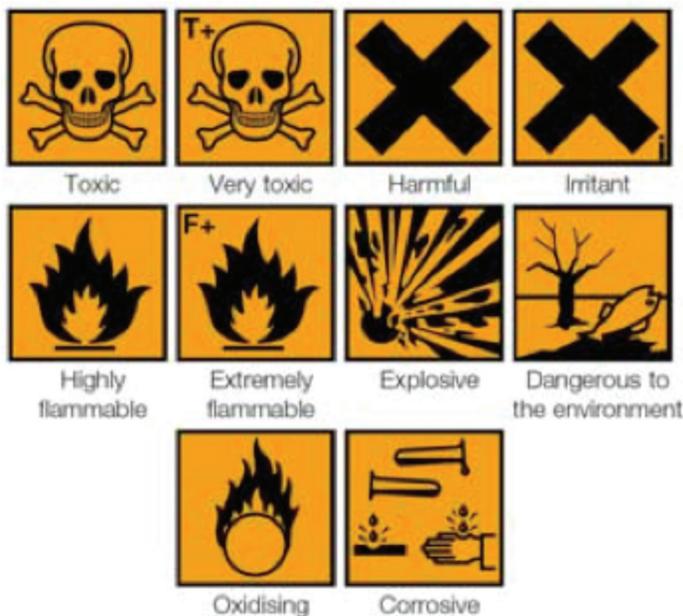
Be aware that the regulation is changing. It will now combine with other previous systems around the world to create a globally recognized set of symbols. When working with any substance you should:

- Follow any control measures provided.
- Use any PPE provided, in the way that it is intended.
- Tell your supervisor immediately if you are unsure about a substance.
- ALWAYS familiarize yourself with safety information relating to a substance within the Safety Data Sheet or risk assessment.

### New international hazardous substances symbols

Many of us will be familiar with the age old orange and black hazardous substance symbols – they have been around for years and are instantly recognizable. They're found on everything from basic cleaning products to acids and have been with us since 1967 when the Dangerous Substances Directive (67/548/EEC) was passed. One of the problems with this system is that it is only used in the European Union and there are many different systems used around the world. You may have come into contact with several.

As a result in 1992 at the Earth Summit, the United Nations Globally Harmonised System of Classification and Labeling of Chemicals (GHS) concept was born with the aim of "One chemical, one label – worldwide," and in 2002 at the UN World Summit on Sustainable Development it was mutually agreed that this new system should be implemented worldwide and a target date of 2008 was set.



**Key Learning Point: Globally recognized symbols are replacing the old European symbols in 2009. It is estimated this transition period may take up to 2015 so old symbols are acceptable until then.**



There are many implications and regulations that have come to pass as a result of these changes however one of the main outcomes is a new system of global hazardous substance symbols which will be common across the world. These symbols will gradually start appearing on packaging over the coming years and, while most are fairly self explanatory, there is going to be a degree of confusion while this transition occurs. The new international hazardous substances symbols are shown below:

In order from top left to bottom right the symbols are:

- Dangerous to the environment
- Toxic
- Gas under pressure
- Corrosive
- Explosive
- Flammable
- Caution – (used for less serious health hazards like skin irritation)
- Oxidising
- Longer term health hazards such as carcinogen

Most are quite similar to the traditional orange and black EU hazardous substances symbols with a few exceptions – the top right symbol represents gas under pressure, which is new. The bottom left symbol represents less serious health hazards such as skin irritation or sensitization which could be seen to be replacing the orange 'X' for Harmful. The bottom right symbol represents a serious longer term health hazard such as a Carcinogen which is also an important addition to the symbols.

### Legislation applicable to the new changes.

Dangerous Substances Directive (67/548/EEC) 1967  
Chemicals (Hazard Information and Packaging for Supply) Regulations 2009  
Classification, Labeling and Packaging of Substances and Mixtures (CLP) Regulation 2009



# Club Communiqué



**Terry Gallie, one of our long established slickline contractors, was glad he was watching television recently when it was disclosed that a half hull model of the Terra Nova, given to him by a friend about 10 years ago, may well have a value**

Terry was totally surprised when the value was ascertained to be potentially thousands of pounds - for an old boat that had previously been hanging up in his garden shed

The model is currently with Christies Auctioneers and will go under the hammer in Knightsbridge, London.

We all have our fingers crossed for you Terry! mine's a pint!

The Terra Nova was built by the Dundee shipping company and was the relief ship for Captain Scott on his polar expedition.



## New Additions

**Phrancesca Harrison** (Frankie) has joined WWG as our QHSE Advisor.

**Kelly Andrews** has joined WWG as Accounts Assistant.

## Arrival

Danny Biss announced the arrival of baby son Olly James born on 27th July weighing 9lb 11oz. Congratulations to you all.



During the last Six Nations Rugby tournament in Europe a WWG trip was organised for the England vs France international at Twickenham. Some group personnel and a collection of our clients enjoyed the day, this was especially true of the English contingent since the game finished 17 – 9 in England's favour.





# What you can and cannot take on the chopper!

Please find below important information for Helicopter passengers regarding the transportation of Prescribed and Non Prescribed Medication, Food, Drink, Protein, Body Building and Health Supplements. This information is generic and may vary one operator to the next although should prove to be of value as a general guideline

## **Protein Powders/Body Building Supplements:**

- Only permitted if the container has an intact manufacturer's sealed lid. If seal not intact the item and contents will be disposed of.

## **Health Supplements e.g Vitamin tablets, cod liver oil capsules etc:**

- Only permitted if the container has an intact manufacturer's sealed lid. If seal not intact the item and contents will be disposed of

## **Chemist issued containers of single type loose medication with a chemist affixed label clearly showing the passenger's name:**

- Treated as medication and placed in a sealed bag and then either replaced in the passenger's bag or in an oil company medication bag/box

## **Chemist issued containers with multiple type of tablets with a chemist affixed label clearly showing the passenger's name:**

- Not permitted -returned to oil company logistics/security department

## **Monday-Sunday pill boxes or unlabelled containers containing any tablets (single or multi type):**

- Not permitted- container and contents disposed of

## **All sealed containers or blister packs:**

- Treated as medication and placed in a sealed bag and then either replaced in the passenger's bag or in an oil company medication bag/box.

## **Inhalers and/or Medi-pens:**

- Passenger will be allowed to carry the required items on their person for immediate use, if required during flight. Any additional inhalers and medi-pens of the same type will be placed in a sealed bag and then either replaced in the passenger's bag or in an oil company medication bag/box

## **Probiotic Yoghurts:**

- Permitted providing they are in sealed packs with the manufacturers seal on the pot

## **All other foods:**

- Permitted providing they are sealed with the manufacturers seal still intact

## **All drinks (hand carried or in baggage):**

- Not permitted- bottled water available in briefing rooms

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## Travelling to Nigeria? ... Beware!

**You may notice, if we apply for a Nigerian visa for you, that your visa is issued with a single entry visa accompanied by a large A4 brown envelope.**

This envelope has to be handed in to the immigration officer on arrival in Nigeria. The envelope contains documents that have been processed in the UK relating to the persons work visa and are confidential to the immigration service on arrival. Should the envelope be tampered with or opened the visa will be invalidated.



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# WWG Competency Scheme

**The Wellwise Group Competency Scheme is progressing well with a good number of candidates registered. We have had a few portfolio passes recently to include Scott George, Michael Loughman, and a client candidate, Steve Douthwaite. Congratulations to all of these guys.**

Registered candidates are working towards completing their portfolios.

Candidates please ensure you upload at least 5% each month to prevent you from slipping behind with your submissions. Remember if you feel you are not able to gather a particular piece of evidence please call us to discuss as we can always suggest an alternative which still 'fits' the standard.

We are finding a couple of areas that seem to be overlooked and can cause candidate submissions unnecessary rejections. Please bear in mind all uploaded evidence must be signed and dated by you the candidate as this validates the submission and forms a statement that says "I certify the evidence relates to me".

Questions need to be read in conjunction with the submission page so the "standard" area is understood (particular knowledge area we are trying to prove) once an answer is compiled it should be read back prior to committal to ensure it fits with what has been asked. We need a fairly comprehensive answer and not just a few words many of which will incorporate a repeat of the question. Some questions are two part and often a one part answer is that is being submitted.

Remember if you need to refresh your memory with a certain element of the scheme you can always call the main Wellwise Group telephone number or email us at [support@wellwisegroup.com](mailto:support@wellwisegroup.com) or log on using your user name and password and watch the demonstration video.

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## Web Based Training

**At the request of several of our current clients, the Wellwise Group have undertaken the task of creating Training Manuals and Course Material for many of the disciplines in which we are active.**

After the success of the Wellwise Group web based Competency Scheme, Web Training will be developed in a similar manner. Course material will be split into several sections from trainee to supervisor levels and will cover every aspect from the very basic information to the theory and calculations. The web delivery will be via a series of individual downloadable sections that the Candidate will need to pass before proceeding to the next section.

The Well Test Courses will also be available via Traditional Classroom Lectures and will be supported by web delivery. All information and manuals will be

available via a secure server to eliminate the need to carry large and bulky documentation.

The entire system will be linked to the Wellwise Group's existing web based competency system to ensure the technical level of all who undertake the training.

The development is progressing well, and we hope to roll out this product early in 2012.

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## CV Update... Dynamic Duo

**Curriculum Vitae have long since been documents of perceived value for assessing the suitability of candidates, contractors and employees alike.**

Training courses, obligatory documentation and other training are variables that make up part of an individuals competence that can and do change on a regular basis. When such information is held in a non dynamic document such as CV's changes to such vital information concerning the individual can be out of date and therefore invalid and misleading.

Over many years now WWG have developed extensive web linked dynamic data base functionality with reminder flags for certification and training validity. Our latest innovation in the arena has been to combine our Personal Identification Record (PIR) with the narrative that is the written historical component of a CV. In this manner the combined document (CV/PIR) is accurate up to date and perpetually managed to stay that way.

As you are aware our industry always needs proof of training competencies attended and certification held. When we send CV's to clients they will now automatically just receive one document which is your CV and your PIR (Personal Identification Record) combined which lists all your courses and certification.

Both clients and contractors can download copies of certification 24/7 from our website by using WWG supplied user name and password or we can still send them individually if required.





## Blood Group

**An increasing amount of recent client communication has been in relation to contractor blood type/group . When it comes to emergency treatment, having full knowledge of the injured persons blood group can be vitally important. Did you know that you only need to lose about 15% of your total blood volume to produce serious health implications.**

In order to satisfy client requirements and to prevent any future delays when mobilising contractors, we now need to know your blood type.

To find out what your blood type:

- Have a blood test at an approved medical centre)
- Give blood through a National Blood Service –
- Check your donor card for information (if you are registered on an approved donor scheme)
- Check your medical records through your Doctor or hospital

Please check with our administration team that we have recorded your blood group details.

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## New Job Brief

**Clients** – you will have noticed we now send out a Pre Job Brief form for each job enquiry we receive. The purpose of this communication request is to enable us to provide the most suitably qualified candidate to carry out the job.

Increasing visibility on what is required of a technician will greatly assist us in providing a contractor of the correct skill level and experience in our shared perpetual endeavour to carry out the job as successfully as possible.

**Contractors** The content of the Pre Job Brief form for you is important and you should pay particular attention to the information provided.

The form is designed to provide as much information concerning the job as is practical to ascertain prior to mobilisation. If you are unhappy with any aspect of the information provided or your technical ability to carry out the work as described please inform us immediately.

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## P.P.E... Just a reminder...

**You are responsible for your own PPE which should be neutral unless otherwise specified and in good condition; this normally includes a green hard hat. Please do not wear PPE carrying client specific logos unless it's the logo of the employing client. If you have been issued coveralls they should only be used on jobs for that specific client. Please do not , under any circumstances, wear PPE baring a competitor client logo.**

Please respect the client position with regard to company branding and identification. PPE is not an insignificant cost and clearly clients should not be expected to continually provide contractors with their company branded coveralls etc. You know well in advance of travelling to an assignment who you will be working for. If you don't have the required branding for end user on your PPE, please let the WWG service line manager know and arrangements can then be made to get this all organised ahead of time and without incident and embarrassment.

Contractors on occasions have also turned up without boots and safety glasses. You should always take with you the full basic PPE you require for each assignment.



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