

# TOOLBOX TALK

## ISSUE 18: 25 YEAR ANNIVERSARY SPECIAL

**Three Suns**  
 Aided about the Sun. Three Suns...  
 As part of our industry leading approach to personal services...  
 Wellwise Group

**Wellwise Group**  
 The best people offshore  
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**What's carry on?**  
 The most recent...  
 Wellwise Group

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**First anniversary of PayZone!**  
 PayZone the Wellwise Group's loyalty scheme...  
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**Photo winner**  
 The winner of this quarter's photo competition...  
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**Well, if the hat fits...**  
 David Brown, Managing Director of Wellwise Group...  
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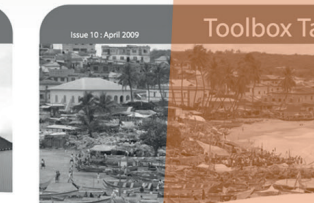
**Insurance**  
 Fantastic effort by Expro...  
 Wellwise Group

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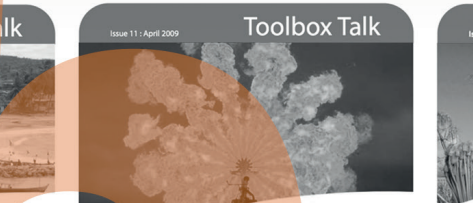
**Photo competition is back!**  
 Welcome to our first Toolbox Talk of 2009!  
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**QHSE - Contractor Participation**  
 One of the essential elements of effective Health & Safety management...  
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**Fishy news!**  
 A recent fishing job on the Sable 704...  
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**As we reflect on a year of contradictions, politically...**



**It will soon be Christmas! Just where has the time gone this year?**



**25 years wellwise group**



**TOOLBOX TALK**

# WELLWISE GROUP TURNS 25

This issue of Toolbox Talk sees in our 25th Anniversary, a quarter of a century during which time there has been much change in both our industry generally and WWG's role within it. There can surely not be many industries that are so effected by global social economic events quite as the oil and gas business. This dynamic is part of what makes our business exciting, since the oil and gas activity world is never the same for very long and is totally effected by regional economic expansion or contraction, wars, immigration policies, energy policies and several other things besides. What some people find exciting others find a challenge, it's a little like the half full half empty glass argument. On the whole people who work in our industry tend to be outgoing and receptive to change probably out of necessity as much as anything else. Over a period of time this resilience "MANY YOUNGSTERS HAVE SEEN NOTHING OTHER THAN EXPANSION" if you like, becomes a honed in skill. The ability to adapt to accept one door closing while another one opens and not to dwell too long on what

hasn't gone entirely to plan while at the same time taking on board lessons learnt in order to be better prepared the next time. Our industry is a cyclical activity roller coaster ride where expansion and contraction are synonymous with and inextricably connected to the fortune of most companies and individuals that work within it. We have undoubtedly seen in recent years one of the longest periods of expansion if not stability in our industry in the last half century. Many youngsters, some of whom work for WWG, have never seen anything other than expansion. There is an argument that says that this group of people are less well equipped for any change in the market although hopefully there are enough older heads around there to encourage grounded behaviours. Its not just activity ebb and flow that effects our industry. Technology moves on a pace along with QHSE requirements, rules and regulations. Most of the time the younger element of our contractor community is much more adept at embracing QHSE implementations, probably because they have lived with this culture all of the working lives while the older contingent can sometimes see...

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...such implementations as an inconvenience. The pluses and minus's across the demographic are important to maintain balance in many areas in our industry. Without new young people the oil and gas business will struggle but equally without the benefit of older heads to advise and offer the benefit of experience, inconsistency of standards can and will occur.

As is often the case when a world economic downturn happens, immigration and taxation barriers often intensify on the basis of countries wanting to protect their own labour market workforce. The oil and gas industry has always been a global business with skilled workers having to be extremely transient moving from country to country as and when required by the demands of the business. Personnel movement transience is now more of a challenge that it has ever been with increasing demands on entry visa requirements both of a permanent and temporary nature. This often means that an increased level of planning is required for some overseas locations in order to make sure that WWG are ready and able to assist during peak periods of activity. Inevitably this scenario can lead to quite a few "hurry up and wait" situations and equally contractors having to have more than one active concurrent prospective work thread. The plates are all often spinning but some will unavoidably crash to the floor! This is an accepted change in the way that we have to do international business today. Localisation for contractual personnel has become more significant and while this doesn't always work there are some advantages, not least of which is the environmental impact of reducing extensive long haul travel. WWG would like to thank our community of contractors and clients alike without whom our journey would not have been possible. Amongst our staff we also have a balance of young innovators and older experienced heads which continues to keep our focus and also to manage the inevitable changes that continue to keep our business dynamic.



## 25 YEARS OF INDUSTRY CHANGE

### A LOT HAS CHANGED SINCE WELLWISE WAS BORN

We're all very aware that our industry has significantly changed since Wellwise first opened its doors for business. Tighter restrictions are in place, health and safety measures have been brought in and we

now have to operate by an altogether different set of rules. In light of these changes, we asked some of our staff, contractors and clients what they thought were the biggest changes over the years...

"Smoking in rooms and tv lounges was permitted by anyone - there was no segregation from non smokers."

"There was no mandatory requirement to wear safety glasses or hearing protection."

"The use of man riding winches without any special training or precautions was common place."

"There were never any proper safeguards on manual handling and lifting. it was lift as much as you can - and if you cant get help."

"There was no control over working hours and rest for service company workers - it was common to undertake a 24 or 36 hour shift."

"There was no control over the numbers of days worked and rest days taken until the VANTAGE tracking system was introduced."

## THE WELLWISE GROUP STORY SO FAR...

At the end of the '80s the international Oil and Gas business had fallen into one of its cyclical recessions, and as with all such downturns, a more efficient and competitive way of working had to be found to enable service and support companies to survive. Seizing the opportunity presented by this new downturn David Mason set about the formation of Wellwise Oilfield Services Limited in 1988, with the specific remit re-employing many of the redundant skilled oilfield employees, hiring them back on a consultancy day-rate basis. Glenn Durrant joined the company in the early 90's, later to become a shareholder and pivotal director of the business. Initially headquartered in a small office on Harfreys Industrial Estate in Great Yarmouth,

the new company grew from strength to strength.

In 1990 Fardux was formed as part of WWG, and Paul Budworth became the Technical Director, providing Data Acquisition Equipment to the Oil and Gas Sector. Fardux is now a leading provider of Surface and Down Hole Data Acquisition Systems for the Oil and Gas Industry. In 2001 David Mason saw the opportunity to acquire PACE Limited, who were operating out of Aberdeen providing similar personnel services to Wellwise Group. Wayne Palmby was running the operations end of PACE Limited, and he came onboard as Service Line Manager.

The company moved to Wroxham in 2002 where WWG still operates from today.

Due to demand from some of our existing clients, and a desire to provide a broader spectrum of skills and service quality, Proteus Well Services was formed in 2004 for the provision of technical personnel in the field of Well Service Interventions, Commissioning and Leak Detection, Process and Pipeline services, Cementing and Down Hole Tools.

Dan Pavitt, a time served Nitrogen Specialist and Coiled Tubing Technician with many years experience with major Service Companies, then joined Wellwise Group as Service Line Manager for Proteus. Wellwise Group has grown from a nucleus of three personnel (David Mason, Glenn Durrant and Lesley Smith) to now employing 22 staff and hundreds of contractors.

IF YOU HAVE ANY NEWS OR EVENTS THAT YOU WANT TO SHARE WITH US, PLEASE LET US KNOW!

## ASHLEY'S WEDDING

After 2 years of planning Ashley married her high-school sweetheart Kevin at Lenwade House on Monday 23rd of June, exactly 9 years from the date from when they became a couple!

Ashley looked absolutely beautiful as she was walked down the aisle by her two brothers Craig and James, where Kevin was eagerly waiting (she was only 20 minutes late!)

There wasn't a dry eye in the house during the ceremony, especially after readings by Kevin's brother Darren and Ashley's brother James! It was a truly magical day with so many personal touches, particularly the Lego Bride and Groom favours provided by Ashley's brother Craig. Their guests enjoyed a lovely evening celebrating with the happy couple and the ale specially brewed by Ashley's brother James was a definitely big hit! A massive congratulations to the new Mr & Mrs England, who are currently honeymooning in Mexico!



## LESLEY'S 20 YEARS AT WELLWISE

On the 21st of March, Wellwise Group celebrated Accounts Manager, **Lesley Smith's** 20 years of service to the Company! Along with David Mason and Glenn Durrant, Lesley has been part of the core staff of Wellwise Group since the company first began. Thank you Lesley for all your hard work, dedication, and kindness over the years! Cake & Champagne all round!



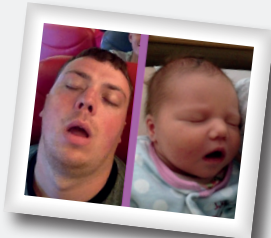
## BIRTHDAYS

To celebrate (Fardux Technical Director) **Paul Budworth's** 60th birthday, the men of Wellwise Group headed north to watch Paul's team Liverpool play (and unfortunately lose) against Chelsea. Despite the result, Paul said he had a great weekend!



## CONGRATULATIONS

Congratulations to Wellwise Contractor Liam Phelan, after the birth of his beautiful daughter Elsa Alivia. Elsa was born three weeks early and still weighed 7lb7oz! Sending in this photo, Liam said "I've just done my own personal DNA test and it looks like she's mine"!



## RACE FOR LIFE

On the 17th May, our Administration Assistant, **Ashley Fryer** completed the 10K Race for Life for Cancer Research: "I have had a lot of family members lost and affected by Cancer so each year I aim to help in any way I can to raise money for this worthy cause."

## NORWICH AIRPORT ADVERTISING

If you happen to be travelling through Norwich International Airport any time soon, keep an eye out for our new pillar advert that will be popping up sometime in June! Wellwise Group Contractor Joe Routledge once again strikes a pose, and features on the advert!



## WELLWISE GROUP CALENDAR

As always, we're currently asking for photographs of our contractors at work for our yearly calendar. As an incentive, this year we're offering £100 in Amazon vouchers for the photo that makes the front page. To enter, please email your photos to michael.mason@wellwisegroup.com



## LEVI'S ENGAGEMENT

Congratulations to our Office Administrator, **Levi Fisher**, who is now engaged to her fiancé Daniel! Daniel proposed on Levi's 22nd birthday, which was on the 31st of May, behind their cottage after a trip down the river on a canoe. Levi and Daniel have been together for 7 years, and live together with their Cocker Spaniel Jay and Rabbit Buster!



# WELLWISE GROUP JOB BRIEF SYSTEM

## THE MANAGEMENT OF RISK CONTROL AT IT'S VERY BEST

For the previous 3 years Wellwise have been operating a system of briefing between our contracting and client community. Wellwise send a 'Job Brief form' to clients to complete so that we can gather as much information about the job requirement as possible. This helps us in the selection and preparation of contractors for our client's scope of work.

This process is a vital control measure in Wellwise Groups quality systems as a form of risk control; when properly followed this can work as a prevention method for areas of client risk otherwise left uncontrolled – such as clients being sent contractors unable to perform full scope of work once arriving on location due to poor selection.

In a recent survey conducted by our

contractors a massive portion left very positive feedback about this system. Wellwise were also asked why Job Briefs were only sent in some occasions as contractors found them very useful. The sad truth here being that our client community buy in has been falling in this system. With only 28% of our job briefs being returned by clients there is very rarely information available to pass on to our contractors. However when there is Wellwise ensure 100% of these forms are sent on to the applicable contractor(s).

This vital aspect of our quality control system isn't being utilised to its full potential and we'd like to ensure it does – we welcome any feedback on this: [qhse@wellwisegroup.com](mailto:qhse@wellwisegroup.com)

# 88%

OF OUR CONTRACTORS AGREE THAT THEY RECEIVE SUFFICIENT INFORMATION FOR THEIR MOBILISATIONS.

# 93%

OF JOB BRIEFS WERE SENT TO CLIENTS BY WELLWISE GROUP

# 28%

OF JOB BRIEFS WERE RETURNED BY CLIENTS

# 100%

OF JOB BRIEFS WERE SENT ONTO CONTRACTORS

IN APRIL...

## COMPETENCY GOLD STARS!

Our Gold Star awards are awarded if a contractor progresses through their portfolio by consistently submitting correct information - this is more than the 5% minimum each month - regularly communicate and respond well with the WWG competency team, and complete the process within the 20 month period. In other words, Gold Star winners go

above and beyond what is expected, and are rewarded for their efforts!

**Recent Competency 'Gold Star' Awards have been sent to Jacek Kordys & Rob Ballantyne. All their hard work and perseverance has been worthwhile, and both guys have been sent WWG kit bags!**



## COMPETENCY VIP AWARD

We have now introduced our Competency VIP Award to congratulate our dedicated and committed candidates who make continuous progression and have put in 110% effort on the Wellwise Group Competency Scheme.

The award, which was an iPod, was presented to **Dave Wyllie**. This was an outstanding effort by Dave, who completed his Mechanical Wireline portfolio to a very high standard, within the suggested timeframe.

If you go above and beyond the minimum requirement and maintain frequent communication with the WWG Competency Support Team you could be our next award winner.



## A MESSAGE FROM DAN...



**Dan Pavitt:**  
Competency Scheme Technical Manager

"Answering questions accounts for 25% of the competency scheme and how you go about it reflects not only your technical and QHSE knowledge, but it's often also a statement about your work ethic. Not convinced? Then read on! Questions are there to test your knowledge and you owe it to yourself to let people know just how well informed and experienced you are. What sometimes happens is people are misguided into thinking the assessment team will look at their CV and fill in any missing gaps and make allowances for what we term 'skinny answers'. Answering questions is not difficult as long as you follow the same basics that have always applied. Read the question fully and ensure your response covers all aspects. Don't expect the assessor to read between the lines, as he will only assess what you have written, and use clear and concise written english. There is no automatic pass because you have been doing the job forever and of course your response should always fit your service grade."

# CHANGES TO ISO 14001

The environmental management standard ISO 14001 forms a vital part of Wellwise QHSE systems. Operating in an industry that can have massive environmental repercussions, Wellwise recognise the requirement to reduce our own impacts. We do this through our externally certificated ISO 14001 management system. There are important changes to this standard taking place at the moment from the original 2004 standard – with the new revision 'ISO 14001:2015' ready for launch in 2015.

The new standard will put a greater emphasis on top management to have a more inclusive and strategic understanding of environmental management. The changes are being designed to lead to a greater integration of environmental management

into business processes and to ensure environmental issues are considered at a more strategic level.

Wellwise Group QHSE advisor Phrancesca Harrison writes that 'Wellwise are proud to be one of the few 286,000 companies that are certificated to this standard around the globe and look forward to the changes. Our senior management team are ready to embrace these changes and are looking forward to seeing how they impact our industry'.



# WELLWISE INSURANCE

Insurance cover may be one of the least understood, and most overlooked factors within the general scope of Wellwise Group supply.

Insurance claims are never personal and often end up in the hands of lawyers and loss adjusters whenever a major claim is made. Sometimes, individuals can get confused, and on occasions upset, by what they think insurance cover is or should be. Our policies and the protection they offer are identical to those adopted by most international service companies. It is important for you as a Consultant or a Client to know what the insurance cover is, and is not, as provided by Wellwise Group.

Many of the salient policy points are contained within our

Client/Contractor Terms and Conditions, and the schedules issued at the commencement of each assignment.

Insurance costs make up a significant proportion of our annual overheads and similarly occupy a prominent role as important part of our service offering to clients and contractors alike. If you have any specific questions in relation to insurance cover, please ask and we will be pleased to offer policy help and assistance. It is important that you feel comfortable in the knowledge that Wellwise Group is providing all that is required under law, and more, in line with oil and gas service companies and operating companies globally.

# JOURNEY MANAGEMENT AND MINIMISING RISK

## DO YOU TAKE ENOUGH CARE WHILST DRIVING ON THE JOB?

Believe it or not, the biggest cause of accidents in the oil industry is driving! Statistics prove that driving is a bigger killer than any other offshore activity, so it makes sense to take a little more care and consideration when planning your road travel. Before you undertake any journey which is over 50 miles (business or pleasure), you should identify potential driving-related hazards by asking yourself the following questions:-

### THE DRIVER

- What are your stress and fatigue levels? If you have just come off a 12 hour shift then do not drive!
- If the vehicle is a hire car - are you familiar with the vehicle and vehicle loadings?
- Have you checked your eye sight recently? Do you comply with legal requirements?

### THE VEHICLE

- Is your vehicle regularly maintained, serviced, roadworthy, fit for purpose (i.e. load carrying)? If the vehicle is a hire car do a spot check for tyre pressures, windscreen washer water, etc.
- Is the vehicle taxed and insured for business (or to and from work)?
- Does your vehicle have current safety features i.e. seatbelts for all passengers; ABS; driver and passenger airbags, side impact bars? You should make this a personal standard if you regularly travel long

distances.

- If you are travelling abroad does your vehicle comply with European regulations, or regulations in the country you are travelling to? (The AA, RAC or hire company can advise this information).
- Can distraction or injury arise from communication equipment (ie navigation system mounting)?
- Are you confident that the vehicle you are driving is insured for your use, ie do you meet age requirements for hire cars, or are you covered if you are driving your car on business.

### THE JOURNEY

- Is your work related journey essential by road? (Can it be replaced by safer transport modes ie Train)
- What is the distance you are travelling? Have you planned and left time for a Break?
- Have you allowed time for bad weather conditions?
- Can you travel the day before and get a nights rest before travelling offshore if you are going to work immediately?
- Can your journey be managed so you avoid rush hour traffic, and more dangerous road types ie Motorways.
- Have you allowed enough time to avoid breaking the speed limit?
- If you are going on an especially long journey, notify somebody what time you left and what time you arrived. Especially in bad weather conditions, somebody should be

aware to call the emergency services if you do not arrive at your destination in a reasonable time. Therefore the journey route should be planned and your "buddy" should be aware of it. In certain circumstances keep in regular contact during your journey (but do ensure you are stationary before using your mobile telephone).

- Even on shorter journeys, you may still wish to consider some of the above.

Please also remember that if you need to drive a vehicle on behalf of the Client then you will need to take extra insurance as many company policies do not include contract personnel.

Truthfully there is a danger of becoming complacent about driving. Take care and don't become another statistic!



## COMPULSORY CA-EBS TRAINING INTRODUCED

You may already be aware of the impending changes surrounding helicopter travel and the changes to the Emergency Breathing System (EBS) currently used. From the 1st September 2014, all personnel travelling by helicopter to an offshore location, sitting in an aisle seat must have completed the relevant Category A EBS training. From 1st January 2015 all personnel will be required to complete this training. As the deadline is a matter of months away it is important to start planning ahead to ensure any disruption to personnel logistics is kept to a minimum. In terms of training, a new OPITO

standard has been created – provisionally entitled CA-EBS Initial Deployment Training'. We would encourage you to start planning now, particularly for those of you that require to travel offshore around 1st September. If you have any queries, or need any assistance booking your course, please don't hesitate to contact us.



## CERTIFICATES REQUIRED FOR BP TRAVEL

Contractors: We received the following message from Schlumberger today regarding copies of your certificates when checking in for BP:

"It's very important to have available Hard Copy of your certifications to be presented to BP checking desk, otherwise you would not be able to fly and seat will be recharged back." If you do not have copies of your certificates please remember you can obtain these by logging onto the Wellwise Group Website using your user name and password you certificates will then be available for downloading.

If you need a reminder of your user name and password please let us know.



## THE CONTRACTOR INTERVIEW: 25 YEAR SPECIAL

THIS MONTH, WE SPOKE TO TWO OF WWG'S LONGEST STANDING CONTRACTORS



### MIKE VAN GROENIGEN

#### How long have you been contracting with the Wellwise Group?

Since July 1997

#### What brought you to us?

Opportunities of an International Career through a professional Agent with a good reputation

#### What aspects of your job have changed

#### since you started contracting with the Wellwise Group?

My long lasting relationship with Wellwise started July 1997 in the function as a Well Test Supervisor working in the Middle East, South America, Gulf of Mexico, Northern - Central and Southern Africa. In 2001 I was requested back in Algeria by a Service Company I worked with previously and was offered the position as Well Testing & Slick line Integrated Project Manager. It was middle of 2008 when I was asked if I was interested to switch desks and act upon behalf of the Oil Company to take up position as Well Intervention Desk Engineer taking care of all aspects of their Well Interventions.

#### What was your favourite location you have visited with the Wellwise Group?

As I am quiet adventurous I pretty much liked every location I worked at but the Bolivian Rainforest and South African work trips were the ones that will stick with me forever.

#### Was there a highlight or lowlight since you have been contracting with the Wellwise Group?

I am glad so say that my time in the Oilfield were only highlights and hope positive surprises and opportunities will keep coming my way in the future.

#### How has your family coped with you working in the oil and gas industry for so long?

I met the love of my life when I already worked in the Oil Industry for many years. Before I went in for the long run I made it clear that she had to be able to cope with me having a split life between work and family. I am on an equal rotation and can spend nearly half my time 24/7 with my wife and kids and we live life to the fullest.

#### Do you have any other comments?

Congratulations to the Wellwise group and thanks for the support that was given to me throughout the years and hopefully for many years to come.



### PAUL GOODWIN

#### How long have you been contracting with the Wellwise Group?

For ever – since day one

#### What brought you to us?

Friendship

#### What aspects of your job have changed since you started contracting with the Wellwise Group?

More opportunities

#### What was your favourite location you have visited with the Wellwise Group?

Kenya

#### Was there a highlight or lowlight since you have been contracting with the Wellwise Group?

Everything is growing

#### How has your family coped with you working in the oil and gas industry for so long?

We have learnt to work it out

#### Do you have any other comments?

Wellwise is a way of life!!!!

# THE MESSAGE BOARD



**WAYNE PALMBY**  
**SERVICE LINE MANAGER**

“We have been advised that Norwich Airport (and in future all airports) will soon start checking that all passengers have the correct documentation to evidence their eligibility for travelling on a discounted Offshore.

If a passenger is unable to evidence their eligibility, the airline will either deny boarding, charge the passenger the full fare at check in or send our booking agent an ADM (Agent Debit Memo) to the value of which would be the difference between the fare charged and the full published fare for the itinerary in question; in such a case we would have to pass on this charge to you.

Each of the major airlines are taking action to ensure that only those passengers eligible can use these fares. We anticipate the procedures that Norwich Airport have implemented will be in place in all airports in the near future. If you are unclear what documentation is required, please get in touch.”



**DAMIANO VENDRAMINI**  
**SOFTWARE ENGINEER**

Some of our contractors are experiencing issues logging into our website using Internet Explorer.

The problem is due to some Microsoft compatibility issues on new web technologies.

There is a standard in the web development called W3C and Internet Explorer does not follow it entirely. Other browsers like Chrome, Firefox, Safari, and Opera on the other hand are much more compatible with the HTML5 standards.

That's why the latest statistics are saying that only the 11% of the world population is still using Internet Explorer as a default browser - and that number is falling.

The reliability of Internet Explorer is currently fluctuating, depending on continuous Microsoft updates, security patches, etc.

For these reasons, if you are experiencing problems logging into our website, we suggest you opt for a different browser (Chrome, Firefox, Safari, Opera).

If you have any further queries please do not hesitate to contact us.



**MICHAEL MASON**  
**MARKETING COORDINATOR**

“Although it might seem a little early in the year to be thinking about calendars, we currently very few photos that we can use for 2015!

Remember, we're offering £100 in Amazon vouchers for the photo that makes the first page this year, so it's worth doing. If you'd like to enter, email your photos to michael.mason@wellwisegroup.com”



**FRANKIE HARRISON**  
**QHSE ADVISOR**

“Congratulations to Wellwise contractors Jacek Kordys, Duc Turner and Ben Pownall, who have all been awarded a safety prize by one of our clients. As a reward for their efforts, the guys have been sent these kit bags. Keep up the good work!



Toolbox Talk will return in the final quarter!