

# TOOLBOX TALK

ISSUE 19



wellwisegroup

## A REFLECTION ON INDUSTRY STABILITY

Welcome to our Christmas 2014 edition of Toolbox Talk!

Who would have predicted the turmoil in the Oil and Gas business that has unfolded in the last five months? There is rarely a dull moment in our business, and it is a rare occurrence when one quarter is just the same as the last. Many new challenges lay ahead, some more positive than others, but none that anyone on the planet can

The oil and gas business has just seen a very long period of stability which has been great for oil companies and service companies alike. Stability isn't always the best environment for consultancy contractors however, and sometimes the balance of employed staff versus contract staff can change dramatically in unstable market conditions - often in favour of contractors.

The name of the game for all parties in the supply chain is to stay alert to change, embrace it, deal with it and move forward. In this issue we have a good range of interesting articles, particularly centred around finances and our accounts team, and I hope you enjoy the read. From everybody at Wellwise Group, we wish you all a Merry Christmas and a happy new year!

"INDUSTRY STABILITY ISN'T ALWAYS THE BEST ENVIRONMENT FOR CONTRACTORS"

do much about except to go with the flow and seek opportunity out of new circumstances.

## CONTENTS

- 2 ACCOUNTS: HELP US TO HELP YOU!
- 2 MEET THE ACCOUNTS TEAM
- 3 CLUB COMMUNIQUE
- 4 COMPETENCY GOLD STARS
- 4 A MESSAGE FROM DAN PAVITT
- 5 PAYZONE: EARN MORE WITH US
- 5 WELL DONE MESSAGES
- 6 HELICOPTER SIZE REGULATIONS: FAQs
- 7 THE MESSAGE BOARD

# MEET THE TEAM

This issue, we thought we'd introduce you to the ladies in our accounts department! Introducing...



## LESLEY SMITH

**Job Title:** Accounts Manager  
**Years worked at WWG:** 20  
**Interesting Fact:** Lesley recently became a Grandma... making her Granny Smith!



## BRIGITTE GALENSKI

**Job Title:** Credit Controller  
**Years worked at WWG:** 9  
**Interesting Fact:** Although Brigitte has a polish name, she is very much Norfolk born and bred!



## KELLY ANDREWS

**Job Title:** Accounts Assistant  
**Years worked at WWG:** 3  
**Interesting Fact:** Kelly is a fully trained St. John's First Aider. Too drunk over the Christmas period? Look out for her in an SOS bus!



# ACCOUNTS: HELP US TO HELP YOU!

MAKE YOUR LIFE EASIER AND APPLY FOR ONE TODAY

Contractors - as you are aware, our new 'Statement of Account' launches in January 2015. We're hopeful that this will help you, as you will be able to view your invoicing history, check the current state of new invoices, and see your scheduled payment date.

To assist you further, we have listed below the information we require from you to ensure your invoice is processed as quickly as possible. Invoice formats can be in various sizes and forms; however there is a list of essential items which need to be included on ALL invoices to meet the requirements of the Inland Revenue and Customs and Excise.

**1. Invoice Number:** All invoices must be sequentially numbered to give it a unique identity.

**2. Invoice Date:** the date you produce the invoice.

**2. Supplier Name and Address:** Your Company Name and address.

**3. Customer Name and Address:** The name and address of the company you are invoicing i.e. Wellwise Oilfield Services Ltd, P.A.C.E. Ltd, Proteus Oilfield Services & Fardux Ltd you will get this information from the Contract Schedule we send you for each job.

**4. Your Vat Registration Number if applicable:** Please note we require a copy of your VAT certificate – we only need this

sent into us once.

**5. Invoice Details:** Client; Installation/ Rig; Location; Service i.e. Well Test, Data Acquisition; Period from and to; Rate per day for total days; Sub Total; Invoice Total; Service ongoing, or finished. (If you are VAT registered you should split the VAT amount from your total – this is a Customs and Excise requirement) If your invoice is zero rated please state this on your invoice.

**6. Your Company Registration Number:** Please note we require a copy of your Company Registration certificate – we only need this sent into us once

**7. Your Company Bank Details:** Company Account Holders name, Bank Name, Account number and Sort Code. Please note for International bank details please include Swift Code and IBAN number.

**8. WWG Payment Terms:** 30 – 35 days (to allow for weekends and bank holidays) from receipt of all documentation. Documentation required: Invoice (listing all necessary information); signed by you and approved and signed by client timesheet & appraisal document (F011) and signed by you and approved and signed by client expense form (F012) with all necessary back up receipts and information.

**Need more information?**  
accounts@wellwisegroup.com

# LIKE, FOLLOW AND SHARE!



Want to be kept up to date with all our news? To follow Wellwise Group on our social media pages, visit the addresses below or follow the links on our website.

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## PHOTO OF THE MONTH!



This was sent in by Bob May. Think you can do better? Email your photos to [info@wellwisegroup.com](mailto:info@wellwisegroup.com)

# CLUB COMMUNIQUE

THE WHO, WHERE, WHAT AND WHY OF WELLWISE GROUP

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

## NEW ARRIVALS

Congratulations to **Phrancesca Harrison** (Frankie) our QHSE Advisor on the safe arrival of **Alba May** on 17th July weighing in at 8lb 13oz. We are reliably informed (by our Italian Software Engineer) that the meaning of 'Alba' in Italian is 'Sunrise' a beautiful little 'ray of sunshine' for big brother Orson.



Congratulations to our Accounts Manager **Lesley Smith** on becoming a grandmother! Lesley's daughter Claire gave birth to **Hugo** - 6lbs 14oz, born 1:45pm on the 11/12/14!



Congratulations to Dan Pavitt, Proteus Service Line Manager, on the safe arrival of Granddaughter Aria Rose Pavitt, on 23rd October weighing in at 8lb 3oz. Aria visited the office along with her big brother Fraser to see Granddad so we took the opportunity to take a photograph.



## CHRIS DONATES LOYALTY BONUS TO CHARITY

For every day a contractor works through Wellwise, they earn loyalty bonus points which can be converted to cash through our PayZone scheme. In a show of seasonal goodwill, **Chris Peachy** (one of our slickline supervisors) has decided to donate his entire loyalty bonus for the year to charity! In total, **£564 was paid to Cancer Research UK!** If any of our other contractors would like to make a similar gesture, please let us know!



## WEDDINGS

Wellwise Group would like to congratulate both **Justin Bowles** and **Ross Adcock** who have both tied the knot over the last few months! Good luck boys!

## ALS ICE BUCKET CHALLENGE

After several individual nominations, we at Wellwise Group decided to respond as a company - solidarity! We all donated to MND Association (the UK version of ALSA) who fund and promote research into Motor Neurone disease and also provide support services for those affected by MND. David Mason (Managing Director) very kindly offered to pour the water over us!



## MARATHON EFFORT

WWG Slickline Supervisor **Duc Turner** has recently completed not one, but two marathons! Duc took up running about 4 years ago with encouragement from some friends who live in the UK. After completing his first marathon in Cologne in 2013, he was hooked! This year in April he ran the Brighton marathon for the NSPCC and Children in Need, and then he completed the Cologne and Berlin marathons in September. Next year he will be running the Brighton marathon again - this time for Guide Dogs for the Blind - and the London Marathon - for Sense, another charity for the blind. Duc has so far raised over **£2,000** for the charities. To date, Duc has completed four marathons. Duc told us: "this started out as a bit of fun and exercise, and has turned into more than I expected." Duc loves to travel, and has found combining that passion with marathon running an alternative way of discovering new places with an entirely different view. Duc's best time so far came at the Berlin marathon with 3h: 22m: 25s, beating his efforts in the Cologne marathon 2 weeks prior by five minutes. Well Done Duc - Keep on Running!



# COMPETENCY REVIEW FOR 2015

## COMPETENCY SCHEME IMPROVEMENTS PLANNED

Watch this space! We are currently undertaking a review of improvements to be implemented to the WWG competency scheme in 2015. When it comes to competency, complacency is not an option and we

strive to consistently achieve industry best practice. As with all our endeavours we aim to stay at the forefront of our industry and assist our contracting partners in attaining formal recognition of their valuable skills.

## TOP COMPETENCY TIPS FROM DAN...



**Dan Pavitt:**  
Competency Scheme  
Technical  
Manager

## COMPETENCY GOLD STARS!

This issue's Gold Star awards have been awarded to **Sheridan Siely** (left) and **Joe Routledge** (right). Sheridan earned his through progressing through his portfolio by consistently submitting correct information - this is more than the 5% minimum each month - and by being on target to complete the process within the 20 month period. Joe won his

for receiving excellent feedback from a client when completing his portfolio on the job, and communicating well with the competency team.

**Both winners went above and beyond what is expected, and have been rewarded with a WWG kit bag for their efforts!**



## COMPETENCY VIP AWARD

Our Competency VIP Award is given to the most dedicated and committed competency candidates, who have made continuous progression and have put in 110% effort into the scheme over the last 6 months.

Our latest award, which was an iPod, was presented to **Gareth Holmes**. This was an outstanding effort by Gareth who completed his Surface Well Testing portfolio in only 9 months!

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.



"It's not about the size, it's about the quality! I am of course talking about images submitted for competency - 50% of evidence submitted for our scheme requires scanning and uploading in order to populate your online portfolio.

We listened to candidate feedback, and recently increased the file size you are able to submit to 350Kb. Most submissions cover just one page, and the new limit allows for a good quality scan that retains sufficient detail for our assessment team to evaluate.

The golden rule is that if you can read the document after scanning, we can read it online. Poor image quality is in most cases easily overcome with some simple steps.

Documents need to be clean, as dirty marks represent digital data on scanning and increase file size.

A scan quality of 200 dots per inch (DPI) is normally sufficient for text based documents. Check your scan before you upload to ensure it can be read and all relevant and important detail is visible, including name, date and signature.

Most mobile phones now have apps that support scanning or document copying and even a photo image (JPG) will be able to be imported and used as a means of getting your evidence into the system.

Assuming your evidence is fit for purpose, the next most important consideration remains ensuring your time and efforts are not let down by poor image quality."

## EXPRO COMPETENCY AUDIT

### WWG DEDICATED TO PROVIDING THE BEST PEOPLE

Wellwise Group's client focus remains concentrated on our 3rd party SQA approved competency scheme, and contractor progress is centric to our efforts in providing the best people available. On October 23rd we facilitated an extensive audit of our scheme at the request of Expro's Learning and

Development Management. The outcome was positive and rewarding, with Expro gaining an extensive appreciation of our efforts, and the risk reduction to their business in being able to select candidates with (or working towards) an approved competency award.

# PAYZONE: EARN MORE WITH WELLWISE GROUP!

YOU CAN NOW EARN 200 POUNDS BY INTRODUCING A CONTRACTOR TO WELLWISE

One of the largest challenges that face all companies in the oil and gas industry today is to attract new people into the business, as well as keeping hold of those existing. Wellwise have created an environment where contractors are recognised for their loyalty, and rewarded accordingly.

The Wellwise Group loyalty bonus scheme is called PayZone. All members of the PayZone club accrue points for each and every chargeable day on any given job. The PayZone points are automatically accrued by the Wellwise Contractor Database, which also records scheme joining dates, and point redemption dates.

There is a threshold minimum of 100 days before the Contractor qualifies for a reward. All contractors, both existing and new, are automatically entered into the scheme. PayZone transactions can be previewed and monitored at any time by contractors, via the Wellwise Group website under the 'log on' section.

In addition to Loyalty Bonus points, Wellwise Group are introducing Reward Points for introducing new Contractors to work for them. Introductions will attract 200 Reward points, and will be awarded after



the new contractor has completed one work day. Reward points will accrue and be held separately from PayZone points. One Reward Point will be worth £1, meaning introductions could earn you £200! Full Terms and Conditions will shortly be posted to the Wellwise Group website:

([www.wellwisegroup.com](http://www.wellwisegroup.com)). Please ensure you have a username and password to access your details.

If you have any further queries, please contact the accounts team at [accounts@wellwisegroup.com](mailto:accounts@wellwisegroup.com) for more information.

## WELL DONE GUYS!

We regularly receive letters of praise for our brilliant contractors. Here's this month's highlights!

### JORDAN HARPER

"During all the time he was here Jordan impressed me as a hard working, cheerful, diligent and intelligent young man. He participated fully in our onboard safety programs and came forward with safety suggestions. The feedback I received from the crew chiefs on Jordan were in line with my own assessment. I would be happy to see Jordan back on a job with us. I wish him well in his offshore career".



### ALEC BURT, ANDY ROBB, MANO PENEDO, MATTHEW HAYWARD

Wayne Palmbly (WWG Service Line Manager), would like to personally pass on his congratulations to Alec Burt, Andy Robb, Mano Penedo & Matthew Hayward...

"We have recently received a very complimentary letter from a Client in the Middle East regarding the Recognition of Contribution pertaining to four Wellwise Group contractors. Along with the letter, each Contractor received a \$1000US Incentive bonus.

It's always nice to receive such recognition, and WWG extend our congratulations to all involved.

Whilst not every job gets such recognition, it's clear for all to see that the standards, and quality of personnel engaged by Wellwise Group globally, continues to impress our Clients.

I would like to congratulate all of our contractors for a great 2014, from both a performance and safety aspect."

# HELICOPTER PASSENGER SIZE REGULATIONS: FAQs

CLEARING UP SOME OF THE CONFUSION ABOUT THE REGULATION CHANGES

'Step Change in Safety' have created a Passenger Size FAQ document regarding the size regulations that were announced in October 2014. If you have any more questions, please contact [hssg@stepchangeinsafety.net](mailto:hssg@stepchangeinsafety.net).

## 1. Why are "larger" people being placed at the window seats when it prevents smaller people from getting out first?

From 1st April 2015, all passengers travelling offshore by helicopter will be required to sit in a seat where the nearest push-out emergency exit is compatible with their body size. Passengers who are Extra Broad (XBR) will be required to sit in the seats or rows with direct access to a Type IV emergency exit or larger. This is not necessarily a window seat. The minimum diagonal on a Type IV exit is 27.75".

## 2. Have the Civil Aviation Authority (CAA) agreed to the proposal and when will industry implement this change?

The CAA is a member of the Helicopter Safety Steering Group and is represented on the Passenger Size workgroup and has played a major role in developing the proposed solution. This change will come into effect from 1st April 2015 under a CAA Safety Directive.

## 3. The proposal does not meet the wording of the CAP 1145 recommendation – "...the CAA will prohibit helicopter operators from carrying passengers ... whose body size ... is incompatible with push-out window emergency exit size".

The proposed solution meets the expectation of the CAP 1145 action A9. Evidence from our research shows that the relationship between shoulder width and the diagonal dimension of exit is the most reliable "compatibility" test. Shoulder width is relatively easy to measure and has built-in conservatism as people tend to exit with a leading hand / arm ('Superman') position.

## 4. Why will passengers be measured by their shoulders and not the size of their stomach?

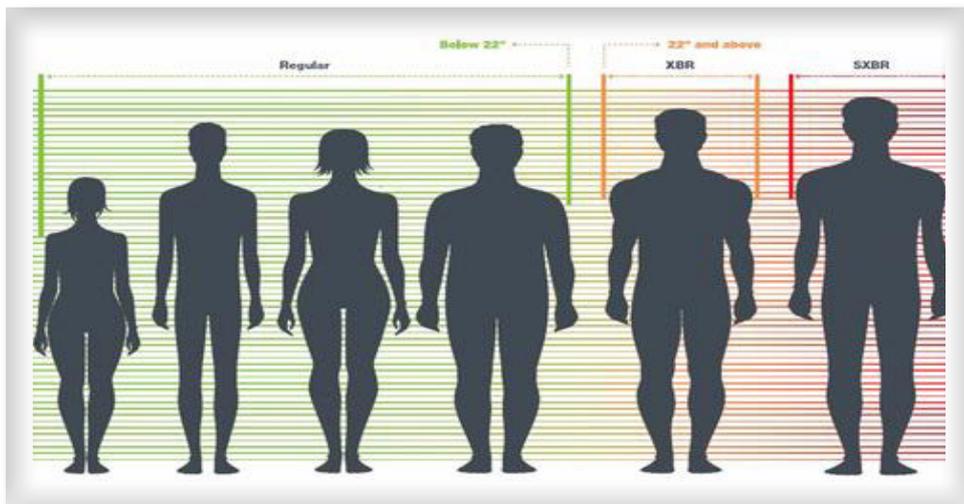
A person's shoulders are solid and inflexible, whereas the stomach is soft and compressible. Shoulder width is governed by our skeletal frame, our bone structure.

## 5. What will happen to XBR passengers?

XBR passengers will be required to wear an armband similar to the green armband we use for new-starts. They will be directed to suitable and easily identifiable seats by ground crew and helideck crew.

## 6. What about the other passengers?

Other passengers will be able to sit where they want to, or will be directed to specific



seats by the ground crew, helideck crew or pilots exactly as they are now.

## 7. How many XBR passengers can sit in a helicopter?

The CAA have advised that the minimum number of seats suitable for those categorised as XBR is 31.5% and most aircraft have more than this.

## 8. How, when and where will helicopter passengers be measured, and who will measure them?

This is still to be decided but there are a number of options to consider, such as using the approach we took with CA-EBS. We are also looking at the practicalities of using the offshore medics and measuring passengers during their routine offshore medical. Passengers' measurements will then be recorded in Vantage.

## 9. Is this unfair on the people who are not XBR?

No. This approach ensures that everyone on the aircraft will sit in a seat row where the nearest push-out emergency exit is compatible with their body size.

## 10. Has the bulky EBS lifejacket, bottle and hose been included in the study and calculations?

Yes. Passengers tend to leave a window in a 'Superman' position which reduces their shoulder width, allowing room for the survival equipment. In the CA-EBS approval process, test subjects covering a representative range of body sizes successfully exited through a 17" x 14" window with their survival suit and CA-EBS on.

## 11. In an emergency event will these regulations apply?

As stated in CAP 1145 these regulations will not apply in the event of an offshore emergency.

## 12. Why can't the size of helicopter windows be changed?

The windows are part of the helicopter

airframe and as such they can't be changed without impacting on the structural integrity of the helicopter.

## 13. What consideration is being given to helicopter re-design?

New aircraft are being introduced into the industry on a regular basis and the latest designs have been developed in consultation with those operating in an offshore oil and gas environment. We are aware that the new designs do take into account passenger size.

## 14. Is the industry pushing this issue too quickly to maintain seating levels on helicopters?

No. Step Change in Safety, as a tripartite body, has worked to come up with a safe and practical solution that ensures all passengers sit near an exit that is compatible with their body size. None of the parties involved are under any pressure to maintain seating levels.

## 15. Will this size restriction be included in our HUET survival training?

The review of BOSIET and FOET which includes HUET is about to commence and will be completed in the first quarter of 2015. HUET, as part of the OPITO standard, is a training exercise and as such is designed to build knowledge and skills around how to make an effective underwater escape. Exit types and sizes is something that will be considered as part of the review.

## 16. Have goggles been considered to improve vision in an immersion? These are in use, in the Canadian offshore industry, and appear to be a way of improving prospects of successful escape?

It is our understanding that they do currently use goggles in Canada but they are in the process of removing them. The new EBS was specifically introduced to improve the speed of deployment and permit underwater deployment in the event of a water impact.

# THE MESSAGE BOARD



**WAYNE PALMBY**  
SERVICE LINE MANAGER

Our clients have asked us to ensure when you send in a copy of your passport(s) information page you send it in colour and it is a good clear copy. The passport number must be clear and the photograph must be colour. If we receive black & white and unclear copies we will have to ask you for these copies again and this could delay us being able to mobilise you.



**DAMIANO VENDRAMINI**  
SOFTWARE ENGINEER

We are developing a new secure area in our website that will be released in January 2015

Contractors will be able to log in using their user name and password to the new "Statement of Account" where they can access the history of their invoices, check the current status of the new ones and the see your scheduled payment date.

Full guidance notes and videos and will be sent to all contractors before the end of the year.

Statement Of Account

Invoice Number	DATE	Amount	Description	STATUS	Queries	Process Start Date
3895	2,400.00	21	SEPTEMBER	PAID		
3894	4,500.00	21	AUGUST	PROCESSING		24 Oct
3893	1,200.00	14	JULY	PAID		3 Oct
3892	3,640.00	14	JULY	PAID		14 Aug
						3,640.00



**MICHAEL MASON**  
MARKETING COORDINATOR

A big thank you to those of you who sent in photographs for our 2015 WWG Calendar! Remember to check your post box over the next few weeks for your calendar. We hope you like our new design!



**FRANKIE HARRISON**  
QHSE ADVISOR

Thank you for returning either your Contractor or Client 'Your Voice' Service Quality Questionnaire. With our commitment to ISO 9001 we are always striving for continuous improvement and your opinion and voice are really important to us.

Wishing you a merry christmas and happy 2015! Wellwise are still contactable on our office number over the festive period. Toolbox Talk will return in the first quarter!



**LEVI FISHER**  
COMPETENCY COACH

You can now contact the Competency Support Team directly online via our new Live Web Chat! Visit your Unit Completion Summary to access this new feature.