



## Wellwise Group – 20 Years of Commitment

**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.**

At this testing time, David Mason (Managing Director and founder of Wellwise Group) was a minority shareholder and District Manager of Petrocon Production Services, which was amongst the first service companies in the sector to feel the pinch.

Soon after making substantial redundancies amongst the PPS staff, who were all full-time employees, it became evident that in order to support fluctuating levels of ongoing business, some of the redundant employees would need to be hired back on a consultancy day-rate basis.

*Continued...*

## Photo competition is back!

**The photo competition is back by popular demand.**

The same rules will apply. Send in your best photos from your jobs, and the best photo submitted each quarter will win an engraved Apple IPOD. Please send your photos with a description of where it is, and what it depicts if applicable.

If we get enough photos, we are also hoping to repeat our annual Wellwise Group Calender. All Contractors who get a photo published in our Wellwise Group Calender will receive a Wellwise Group Polo Shirt.



## Toolbox Talk

### 20 years of commitment continued...

Seizing the opportunity presented by this new downturn-generated market dynamic, Mason set about the formation of Wellwise Oilfield Services Ltd in May 1988 with the specific remit of providing International Service companies with a "one stop shop" for contracted personnel, specifically in service company disciplines.

Initially headquartered in a small office above Divex on the Harfreys Industrial Estate in Great Yarmouth the company grew from strength to strength over the years, moving to Filby in 1996 and Wroxham in 2002.

Although in the early days downturn was the driver, over the last two decades, sustained growth has prevailed, but companies still recognise and enjoy the flexibility and control the Wellwise Group model gives them. During this time, Wellwise has been able to develop an in-depth understanding of clients' personnel requirements, providing a more sophisticated offering, customised to suit market conditions.

A vital part of the Wellwise success story is the equilibrium that has been built between Wellwise Group, its clients and its community of contractors, which is a flourishing, engaged, multi national, geo-diverse community of skilled and experienced technicians.

Fardux (Electronic Data Acquisition) Ltd, part of the Wellwise Group, began its life in the design and manufacture of memory and surface readout gauges. Today Fardux is acknowledged as the world's premier independent supplier of Data Acquisition and Process Control Systems for Well Testing and Pressure Managed Drilling operations.

Internationally recognised for the quality of both robust hardware and user friendly software applications, Fardux systems have become the de facto standard and preferential choice for discerning global clients.

None of the success that the Wellwise Group has enjoyed over the last twenty years would have been possible without its talented and committed team of directors, shareholders, and employees. It is only long-term commitment and attention to detail that has made Wellwise Group the strong entity that it is today.

#### Wellwise Group Timeline:

- **1988** Wellwise Oilfield Services Ltd established,
- **1990** Fardux (Electronic Data Acquisition) incorporated,
- **2001** Production and Consultant Engineers (PACE) acquired,
- **2004** Proteus Well Services was formed to make up the fourth company in the current Wellwise Group

## Club communique

Congratulations to Paul White (Wellwise Contractor) and his partner Sara who are the proud new parents of a baby girl. Aimee was born a week late on the 8th September, 2008. "Everyone is doing just great!"

Aaron Childerhouse (Wellwise Group employee) has become engaged to his girlfriend. Romantically he proposed on his recent holiday to Spain. Apparently all her friends were speculating he would pop the question, but she was pleasantly shocked when he actually did.

Please note that back issues of the Newsletter are now available from the website – to read them just log in and click the link on the right.



Note Rob's photo is taken with a Wellwise Group calendar in the background. Rob you are a star!!

## RIR of the quarter

This is Last quarter's winner Rob Ballantyne showing off his IPOD award. Rob submitted a Risk Identification Report (RIR No. HSE 6/08) concerning a leaking separator valve. The RIR can be viewed via our website under QHSE.

Please note that our RIR of the quarter competition is now replaced again by our Photo Competition, please see separate story.

#### SAFETY PAYS!



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## Toolbox Talk

# Please remember to keep your details up to date

**To remain efficient Wellwise has to maintain a database of certain information for ready use.**

Typical information which needs to be kept up to date is as follows:

- **Next of Kin details** – to ensure we have an emergency contact in case of an incident
- **Current Address and telephone number**
- **Current mobile number** – getting hold of you quickly can mean the difference between you getting or losing a job. If you use a different number when you are abroad please ensure you let us know so we can keep in touch for travel details.
- **Current passport details** – this will enable us to lodge visa applications quickly
- **Survival, medical and drug screen certificates** up to date – this will enable us to mobilize you on a job quickly. If your certificates are out of date we will not be able to put you forward for a job until you can get certificates to us – the delay may result in us having to give the job to somebody else.
- **Current CV** – it is important to keep your CV up to date so we can show our clients what experience you have. If you have completed any new training courses, or worked on a specialist piece of equipment, please let us know so we can update your CV. If you

joined us ten years ago as a Well Test Operator, but now you are running the job – please ensure this is reflected in your job description.

- **Passport photos** – if you are able to send us some spare passport photos this will also enable us to submit a visa application quickly on your behalf.

**You are able to check your details via our website by viewing your PIR (Personal Information Record) – click on the description which are. If you notice that anything is not up to date, please call us as soon as possible to clarify.**

Ellie will email or call you from time to time to remind you that your certificates are due to expire – please ensure you act quickly to renew them - Ellie can assist making appointments where applicable.

To hold the above information on your behalf you need to give us permission by signing a **Data Protection Policy Declaration and return it to us for our records**. A copy of this form was sent to you in your Welcome Pack, or you can obtain a copy by calling our office.

**Please keep us up to date as you change your circumstances – a stitch in time saves nine!**

## A day in the life of John Batho in Uganda

**It is something everyone has done at sometime before - agreeing to go on a job and waiting at home for the phone call! In my case it was a job off the Ivory Coast and I was waiting to travel to Abidjan.**

However the following morning I got a phone call asking me if I would go to Uganda instead. I was a bit taken aback at first as I had never heard of oil exploration in Uganda, but agreed to go.

I finish up at a hotel on the shores of Lake Victoria called the Royal Beach Hotel, great, it is definitely five star! The thing that stands out though is the amount of armed security around the Hotel. Everything we have is examined and scanned before we eventually get to check in. At reception we check in and we are politely asked not to take any photographs as the whole place is patrolled by armed security. At this point we are told that this was one of the hotels that could be used by the Commonwealth Heads of State, who were arriving in a

few days with their parties for the annual meeting, led by the Queen and members of the Royal Family.

Breakfast the next morning was in the grand restaurant overlooking Lake Victoria – very impressive. It was the largest buffet I had seen with almost everything I could think of on the long silver side table, and a chef ready to cook my eggs in front of me to my instructions. After breakfast we all checked out and as we did the Duty Manager arrived at reception. We asked him to explain a little of what was going on and he explained that all the security was to do with the upcoming Commonwealth Heads of State meeting in a few days and this hotel was probably the one to be used by Charles and Camilla, in fact, if they came they would probably use the rooms in the wing I had stayed in.



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# Georgia: Wellwise Contractor on the front line



**Peter Bewick has been working for the Wellwise Group for the last 10 years. He lives in Georgia with his family and was caught up in the recent troubles. Please read below his story.**

"I had been working in North Africa and been home about a week when things went from bad to very bad. What I had been hoping for was a little time with my son Leo during his college break. But instead we ended up on holiday in a war zone.

There had been tension for some time between Georgia and its ex colonial master, Russia. But when things eventually escalated it was with frightening speed.

My wife Tsira and I awoke one morning to find we were living in a much different world to the one we expected to wake up too, and very different from the one that we had gleaned so much happiness from over the past 10 years. I turned on the radio to catch some news while I made the coffee. During the night Georgian troops had entered the break away Georgian region of South Ossetia and were already in control of about 50% of it. The so called Capital Tskhinvarli was under heavy bombardment, and casualties were rolling in.

Really from the Georgian viewpoint there is no South Ossetia, it simply doesn't exist. The Ossetians came originally from Ossetia in Russia. Some were kicked out of their homeland by the Mongols and fled in part to Georgia. Some were brought down from the North of the region by David Agmashnebeli (The builder) who employed them as soldiers in his army. Either way the Georgian monarchy let them stay, and in good faith told them, they could keep and maintain their own community in their chosen area. so it remained until around 1921,

when the Soviets arrived. They created the South Ossetian region (It's real name being Samachablo), and then declared it an independent region. Things remained the same up until Georgian independence in 1991. They then took this opportunity while Georgia was at low ebb to declare themselves an Autonomous Republic thus attempting to separate themselves permanently from Georgia.

As the Russian armed forces inevitably retaliated near panic spread through the whole country. Because of Ossetia's location in the centre of the country many people were cut off from their families. This was because in August the main population is always on holiday on the Black Sea coast, and their homes are in Tbilisi, in the East of Georgia. The main East-West road passes through Gori just a few Km's from the border. This whole area soon became occupied by Russian Tanks and Armored personnel carriers.

Then the bombing started.

**Continued...**



## Toolbox Talk

### Contractor on the front line continued...

Although no bombs were dropped on Tbilisi, at the time we didn't know this would be the case. At night time we often heard MIG's over the city sometimes at quite low level. Several times we were woken in the night by loud explosions just outside the city, sometimes as close as 5kms from our house.

One night an airplane factory close to the International airport was leveled. Gori (Stalin's birthplace) was bombed almost continuously.

Refugees streamed into Tbilisi from many outlying regions. As the schools were not in use at this time they were opened as help centres for anyone without shelter. People from all over the city took whatever they could from their homes to give to these poor people, who were not wealthy before but now only had what they stood in.

Another prime target for the Russians was Poti, which is Georgia's main commercial port on the Black Sea. Troops moved into the town from Abkhazia and successfully barricaded it so it could not be accessed by land or sea. This meant that even when American aid did finally arrive there where no good port facilities to offload the much needed food and medical supplies. And so it has stayed for several weeks, and still is at the time of writing.



We are ready and prepared for conflict to begin again at any time. Many people are convinced this will be the case, and many are preparing to leave the country to bring up their families in a safer climate.

All original pictures taken by Leo Bewick on "Human Chain Across Georgia" day. On the 1st of Sept 2008. (This document and pictures are for the sole use of the Wellwise Group).

**This is Peter's amazing story – if you have any questions for him, address them on our Discussion Forum – [www.wellwisegroup.com](http://www.wellwisegroup.com)**



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## Toolbox Talk



# Air Fares Explained

Rodney Turner  
Business World Travel

**When you are travelling and your plans change it is sometimes very confusing to know what you can and can't do with your ticket.**

For the Offshore Worker the types of tickets you will be travelling on fall into two main categories, Offshore Worker fares and Published fares.

Offshore Worker fares are normally changeable within the booking class without any extra costs, but because their sale is limited to only a few travel agents, the local airline staff are often unfamiliar with the rules and will attempt to charge you more if you make the change locally. Offshore fares are not changeable between airlines.

### The difference between Cabin Class and Booking Class?

Airlines all subdivide the First, Business, Economy Plus and Economy cabins into different booking classes. In this way airlines can advertise very low fares for each without having to sell every seat at that price. Some of the booking classes are only available for sale in certain countries, some are only saleable for return tickets and most can be used for both Offshore and Published fares. It is this duplication that causes the major problems at airlines as the local staff will see a particular class

and apply the published rules to it. These are generally more restrictive than the offshore fares.

As an example KLM's flight between Norwich and Amsterdam has 12 different booking classes, but only one type of seat. British Airways from London to New York has 22, divided between the 4 cabins.

The differences in booking classes within the same cabin is a major reason why despite holding an economy class ticket for a flight you may be told by an airline that it is full. A more precise answer is that it is full for the booking class shown on your ticket.

Some tickets, but generally not Offshore fares, allow upgrades at the airport on payment of the difference in price to the higher booking class. For Offshore tickets the agent needs to arrange this by issuing a ticket at the higher fare and refunding the ticket you can't use. From the travellers point of view the introduction of electronic(E) tickets has made this process invisible and reduced it to purely an accounting function.

A question often asked is whether the traveller can upgrade the ticket by using points from a frequent flyer programme. There is no simple answer to this as each airline differs and even then it can be determined by the booking class used.

**When making changes to your ticket it is always best to ring the person who booked your ticket to make the changes to ensure that any additional charges are approved.**



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# Quality questionnaire results

**Thank you to all of you who returned your Quality Questionnaire. The feedback was much appreciated, and will help us to improve our service to you.**

#### **Operations & Accounts:**

It appears most of you are generally happy with the response from the Operations Department and the Accounts Department, with the only major comment being that most of you would like more remittance advices to help track your payments. We are in negotiation with the bank with regard to sending out auto emails for payments and will advise the outcome.

#### **Out of hours service:**

With regard to our out of hours service, a lot of you do not appear to need or use it, and those of you that do are generally happy with it. There was one comment about having difficulty calling from a remote location because you have to wait too long to hear the options. The option for the Duty Manager is Option 3, you can dial this immediately after the call is answered and therefore bypass the rest of the message to save time.

#### **Job information:**

You suggested that to improve our service to you we could offer more pre-job information, ie duration, type of work, and contact numbers; send out Contract Schedules earlier; give e-ticket numbers for flight details. We hope we have addressed these matters now, please let us know if you have further problems.

#### **Timesheet/Appraisal:**

All of you who responded are aware that you need to send in a timesheet/appraisal. You will have noted that there is now a new combined form, we will evaluate how well this is working over the next few months.

#### **Newsletter:**

There seems to be a poor response to actually reading our newsletter! We do try and make it as useful as possible – and we always welcome articles from yourselves to make it more interesting. We would encourage ALL contractors to at least review our newsletter as we do use it to make announcements and pass on important information about our systems and procedures. For example those who are aware of our Loyalty Bonus Scheme seems to be correlated to those of you who read our newsletter!

It appears some of you do not have usernames and passwords to allow you to download information from our website. New Contractors are sent this information in their Welcome Pack. Anyone not having a username and password is welcome to request one from this office at any time.

Most of you are aware of our Competency Scheme – The Wellwise Well Services Award - and some of you requested more information.

#### **Forum:**

Only half of you are aware of our Discussion Forum – this is a facility to allow you to chat amongst each other on any subject you choose. You need to log in to our website to access. If you want more information, please give us a call.

#### **RIRs:**

There was a poor response to those that have submitted an RIR (Risk Identification Report). Two thirds of those who responded had not submitted a report. However, all but one person knew what an RIR was, and how they worked. This is disappointing, as we need to prove to our clients that we encourage contractors to participate in our Safety Reporting system.

#### **World map:**

Have you used our World Map? Half of those who responded said yes, and some said they preferred other websites for this information. Our World Map does give you everything you need to know in one visit, instead of needing to access several website to get all information.

#### **Other comments:**

Other comments included a suggestion to have a Wellwise Group ID card (which we are considering); and more opportunities for training courses at a special price (we will be looking into this).

For those of you who have not returned your questionnaire – it is not too late – help us to help you. Outside of this questionnaire we do of course welcome feedback at any time. A questionnaire is available via our website [www.wellwisegroup.com](http://www.wellwisegroup.com) under QHSE.



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