

# Contractor and Agency Worker Handbook



wellwisegroup

Incorporating Wellwise Oilfield Services Ltd. Fardux Ltd.  
Crossways Business Centre, Stalham Road, Hoveton NR12 8DJ

Confidential

# Contractor and Agency Worker Handbook

Wellwise Group, Crossways Business Centre, Stalham Road, Hoveton NR12 8DJ



## Contents

1. Introduction
2. Wellwise Group Commitment
3. Contractor and Agency Worker Commitment
4. Consultation Prior to commencement of work
5. Consultation during commencement of work
6. Reporting Procedures
7. Accounts & Payment
8. Substance Abuse
9. Medical Emergency
10. Personal Protective Equipment (PPE)
11. Travel

# Contractor and Agency Worker Handbook

Wellwise Group, Crossways Business Centre, Stalham Road, Hoveton NR12 8DJ



## 1. Introduction

1.1 You have received this handbook if you contract to the oil and gas industry through the Wellwise Group. You should familiarise yourself with this handbook prior to accepting any work commitments to ensure you are able to work within this guidance.

### 1.2 Definitions

**Contractor** - Any worker, contractor or PAYE Agency Worker undertaking oilfield related assignments.

**IR35 Legislation** – The UK's IR35 legislation ensures that contractors pay the same Tax and National Insurance contributions as an equivalent employee. New IR35 was implemented in April 2021 for private sector contractors that will transfer responsibility from contractors to large and medium companies to assess IR35. Although Wellwise Oilfield Services Limited is a “small” company and therefore exempt from this legislation, our End User/Client will be classed as a large company and they will need to issue determinations on UK Contractors they wish to use. Wellwise will let you know if the work you are being offered falls under IR35. Please ensure you discuss your tax implications with your Accountant, so you are prepared. (For further information see also Section 7 - Accounts and Payments).

**Status Determination Statement (SDS)** is a comprehensive statement from the client which: Declares a **contractor's** deemed employment status following an **IR35** assessment.

1.3 Contractors are required to sign, complete and return the below documents which are available on our website alongside this handbook. <http://www.wellwisegroup.com/contractors/download-documents>

- F209 WWG Signature Form (relating to Substance Abuse, Code of Ethics and Data Protection Policies)
- Personal Information Record (PIR) - online
- F096 New Start Bank, company and VAT details form
- Privacy Policy Appendix A – Privacy Policy Declaration (Declaration found on the last page of the Privacy Policy. This is a legal requirement to enable us to use your personal data)

1.4 For further details regarding the information contained within this handbook please contact the Wellwise Group QHSE Advisor.

T: (01603) 777980  
E: [qhse@wellwisegroup.com](mailto:qhse@wellwisegroup.com)

## 2. Wellwise Group Commitment

What contractors and agency workers can expect from the Wellwise Group:

2.1 To offer global **support** through a designated Operational Manager 24 hours a day.

# Contractor and Agency Worker Handbook

Wellwise Group, Crossways Business Centre, Stalham Road, Hoveton NR12 8DJ



- 2.2 Ensure we **prepare** contractors and Agency Workers for a mobilisation by sharing ALL information we source from clients.
- 2.3 To provide and manage an approved **competency** scheme and assist contractors with completing this.
- 2.4 To document and **prove** your competency and professional offering to clients through certification and qualifications you provide.
- 2.5 Provide provision and procedures to **cover** contractors should they be taken ill whilst at work.

## 3. Contractor commitment

What the Wellwise Group expect from contractors:

- 3.1 The Contractor or Agency Worker is responsible for executing safe and efficient operations to the highest quality and maintaining the wellsite/site equipment in permanent readiness as directed by the Client.
- 3.2 To understand the application of tools and equipment to run services as directed by the Client.
- 3.3 To maintain good working relationships and co-operate actively with all members of the support staff and operational staff on the job.
- 3.4 Display a positive attitude at the client's installation and enhance the Wellwise brand by conducting their work in a competent manner.
- 3.5 Maintain continuous awareness whilst conducting activities at the wellsite and follow appropriate installation policies and rules.
- 3.6 To abide by Wellwise Group's Health and Safety Policy, in particular the Substance Abuse Policy.
- 3.7 To participate in the Wellwise Group's Risk Identification Reporting procedure, and report all incidents, near misses and non-conformances to the Client Representative immediately and Wellwise Group as applicable. Wellwise Group will always be interested to learn of any safety concerns and all communications will be kept confidential as required.
- 3.8 Where applicable to actively participate in Training and Competency Programs to further personal development.
- 3.9 To always consider environmental aspects and impacts of your actions whilst working and follow Client's requirements and procedures in this respect.
- 3.10 To lead by example to promote safety awareness.

# Contractor and Agency Worker Handbook

Wellwise Group, Crossways Business Centre, Stalham Road, Hoveton NR12 8DJ



## 4. Consultation Prior to commencement of work

- 4.1 As a new start to the Wellwise Group you must provide the below documentation and certification to ensure you meet the minimum quality requirements of the Wellwise Group. It is imperative you have sent through any required documents prior to your first mobilisation.

Please see the list below: -

<b><u>Mandatory:</u></b>	<b><u>Required for offshore work:</u></b>
<ul style="list-style-type: none"><li>✓ Passport</li><li>✓ Drivers Licence</li><li>✓ Birth Certificate</li><li>✓ 2 original passport photos (via post)</li><li>✓ Emergency Contact (NOK) form (completed)</li><li>✓ Signed Wellwise Policies (as above)</li><li>✓ Medical Certificate (within the last 2 years)</li><li>✓ Drug Screen Certificate (within the last 2 years)</li><li>✓ All relevant training certificates</li></ul>	<ul style="list-style-type: none"><li>✓ Survival</li><li>✓ MIST</li><li>✓ CA-EBS training (if complete)</li><li>✓ Bideloid Shoulder measurement (if complete)</li><li>✓ Fit to work Certificate</li></ul>

- 4.2 The Contractor will receive information from the Wellwise Group relating to their mobilisation to a client. Some of this information must be sourced from the mobilising company so is dependent on their participation in this process. Wellwise are committed to preparing our contractors for their work commitments with clients as much as possible. In the event that a contractor feels unprepared for a mobilisation this should be taken up with the operations department of both Wellwise and the mobilising company.
- 4.3 Contractors are usually asked to participate in a worksite induction/safety training prior to commencing work – contractors should use these instances as opportunities to learn and get involved in the client’s standards. Should a contractor feel these are lacking and they feel underprepared for their scope of work in a way that could hinder performance or affect safety this should be communicated to Wellwise as soon as possible.

## 5. Consultation during commencement of work

- 5.1 During your association with the Wellwise Group, we aim to keep contractors “ready for work” at all times as mobilisations can and do occur with little notice period. To ensure we are not working in a reactive capacity, we proactively chase for expiring certification from you throughout the year. It is within your best interests to keep your certification up to date as this is viewable on our website for clients to see. For further information relating to your certification contact [admin@wellwisegroup.com](mailto:admin@wellwisegroup.com)
- 5.2 Wellwise expect contractors to obtain written appraisals from site alongside their timesheets they submit. These offer clients a snapshot record of a contractor’s current performance and are viewed regularly by our client community when selecting available contractors.

# Contractor and Agency Worker Handbook

Wellwise Group, Crossways Business Centre, Stalham Road, Hoveton NR12 8DJ



## 6. Reporting Procedures

- 6.1 Any issues a contractor may have relating to a job should be communicated to the Wellwise Group Operations Manager. It must be stressed that all concerns raised to the Wellwise Group will be dealt with in a fair and ethical manner as to uphold the values of our company. Wellwise encourage transparency throughout our business to ensure we can support anyone raising genuine concerns in good faith regardless of the outcome. For further information relating to this please refer to the Wellwise Group 'Code of Ethics Policy' found on our website.
- 6.2 Safety Concerns should also be reported to the Wellwise Group Operations Manager who will involve our QHSE department. However, contractors are reminded that participation in the mobilising company's safety cultures will mean reporting accidents/near misses/good practice etc., within their system. **ANY activity which a contractor feels is unsafe or has been inadequately controlled etc., should be reported to the nearest management representative on the installation as soon as possible and then furthermore to Wellwise Group for support.**
- 6.3 If a contractor is involved in an accident/incident at any installation (or client location) this should be reported to the Client Representative or Installation Manager immediately. Contractors must also report information to the Wellwise Group as soon as possible so that we can offer support through the investigative process. We will also liaise with our client to assist in any way possible.
- 6.4 The organisational set up of the Wellwise Group is viewable on our website through **'The Wellwise Group Organigram'**. Communication channels for reporting within the Wellwise group are detailed below:
- Operational issues: [operations@wellwisegroup.com](mailto:operations@wellwisegroup.com)
  - Quality, Health, Safety & Environmental issues: [qhse@wellwisegroup.com](mailto:qhse@wellwisegroup.com)
  - HR/employment issues: [admin@wellwisegroup.com](mailto:admin@wellwisegroup.com)
  - Accounts /payment/payroll issues: [accounts@wellwisegroup.com](mailto:accounts@wellwisegroup.com)
  - Administration issues: [admin@wellwisegroup.com](mailto:admin@wellwisegroup.com)
- 6.5 Contractors are required to submit reporting documents regularly to Wellwise. These can be obtained from the Wellwise Group Website and are detailed below.
- 6.6 Appraisal /Timesheet Form  
**WWG Contractor Appraisal Timesheet Form/WWG Appraisal Form only**

A job timesheet/appraisal form needs to be completed for every job and returned to us at the end of each job. The appraisal section of this form helps us assess your competency on a job-by-job basis and shows our Client your commitment to Service Quality. Contractors are required to get a job appraisal signed by a Client representative before you leave the installation. These appraisals are viewable by clients, so it is within your best interest to actively participate in this system.

# Contractor and Agency Worker Handbook

Wellwise Group, Crossways Business Centre, Stalham Road, Hoveton NR12 8DJ



At the time of obtaining a job appraisal the contractor must also complete the Timesheet section.

For Limited Company and overseas Contractors, the dates on the timesheet should tally with the dates invoiced, and the sheet should be signed by a Client representative who can verify that the dates recorded, and appraisal are accurate.

This timesheet will be used to record working days for PAYE Agency Workers, and to reconcile Contractors invoice if applicable. It is also used to back up any expense reports submitted, especially where per diems or meal allowances are claimed. It should clearly state travel days, days onshore, and days offshore.

Please note, if a contractor does more than one job in a calendar month then multiple appraisal/timesheets should be submitted (one per client/location). If the job runs over a month end, then a timesheet should be submitted by the end of each month (then again at the end of the job), to ensure timely payments can be made. This may mean you submit more timesheets than appraisals as only one appraisal per client/job is required.

## 6.7 **Expenses**

### **WWG Expense report**

When required, an expense claim form must be submitted at the end of the job or month (or payroll deadline date). Please submit your claim form and receipts with your timesheet (and invoice if applicable).

All expense reports must be signed by a client representative and should be fully backed up with receipts. Wellwise will not be able to reimburse items which do not have receipts. Some Clients have guidelines about what can and cannot be claimed so it is best to check with the Wellwise Group Operation's Manager to see if there are any special requirements. Our Expense Claim procedure is posted on the Wellwise Group Website and will explain our general requirements for reimbursing expenses.

## 6.8 **Hazard/Accident/Risk Identification Report (RIR)**

### **RIR Risk Identification Report Form**

The Wellwise Group Risk Identification Report is our accident/incident/near miss reporting system. Contractors are asked to participate in this hazard and near miss reporting procedure as frequently as they can.

If you have been involved in an accident/incident whilst on a job it is imperative that it is reported to Wellwise via telephone/email as soon as possible, after first seeking medical attention. Wellwise will support you in any way necessary, but we must be aware of the details as soon as is practicable. Please complete the RIR form on-line (or download the form from our website) at your earliest opportunity.

Wellwise Group operates a "no blame" culture; you will be applauded not criticised for reporting problems or safety issues offshore. Please maintain a good communication with the office and tell us of your health and safety concerns at any point.

# Contractor and Agency Worker Handbook

Wellwise Group, Crossways Business Centre, Stalham Road, Hoveton NR12 8DJ



## 7. Accounts & Payment

7.1 To contract through the Wellwise Group contractors must either be:

- (i) set up as a limited company/Personal Service Company (PSC) or
- (ii) use an umbrella company
- (iii) or use the Wellwise Group PAYE system.

Please note the updated IR35 Legislation which will apply to UK Resident Contractors for some or all of the work you undertake for us. Please discuss with your Financial Advisor and/or Accountant to decide which is best for you.

First read the definition of IR35 Legislation and Status Determination on Page 3.

*Although Wellwise Oilfield Services Limited is a “small” company and therefore exempt from this legislation, our UK End User/Client will be classed as a large company and they will need to issue “status determinations” on Contractors they wish to use. Wellwise will let you know if the work you are being offered in UK Territorial Waters (or on land) falls under IR35. Please ensure you discuss your tax implications fully with your Financial Advisor or Accountant. Further information can be found on the UK Government website <https://www.gov.uk/guidance/april-2020-changes-to-off-payroll-working-for-intermediaries>. It is important you make your own enquiries.*

7.2 Set up and registering a limited company:

Before a business can begin operating as a limited company, it must be registered with the Registrar of Companies - Companies House. Incorporation is the process by which a new or existing business is converted into a corporate body.

Contractors can handle the registration process themselves, but it is a good idea to seek professional advice to ensure that incorporation is the correct thing to do. A company formation agent, solicitor or accountant can carry out the process for a fee, as well as offer advice.

Once Limited Company details are available a Limited Company bank account needs to be set up. Wellwise cannot pay contractors into any account other than their own Limited Company bank account.

*Companies House Contact Centre: T: 0870 33 33 636*

7.3 Submitting an invoice

If you are a self-employed contractor, you need to submit an invoice. If you are using the Wellwise PAYE payroll you just need to submit a signed timesheet. If you work through an Umbrella Company, then you will need to follow their instructions.



# Contractor and Agency Worker Handbook

Wellwise Group, Crossways Business Centre, Stalham Road, Hoveton NR12 8DJ



An example of an invoice template can be found on our website through a contractor's secure log in area. Invoice formats can be in various sizes and forms, however all invoices submitted to Wellwise must meet the requirements of the Inland Revenue and Customs and Excise and include:

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

**The Invoice Date:** the date you produce the invoice

**The Supplier Name and Address;** Your Company Name and address

**The Customer Name and Address;** The name and address of the company you are invoicing i.e. Wellwise Oilfield Services Ltd. You will get this information from the Contract Schedule we send you for each job.

**Your VAT Registration Number (if applicable) should be displayed;** please note we require a copy of your VAT certificate to be sent to us with your first invoice (we only need this sent into us once).

**Your Company Registration number must be displayed;** this is the number you receive from Companies House when setting up your limited company.

**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.

**Further details your invoice must display;**

- 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
- Whether 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.

If your invoice is missing any of the above information, we will need to return it to you for correction.

## 7.4 Payment Terms

### a) Limited Companies and Overseas Contractors submitting an invoice

Wellwise Group's payment terms are 30 – 35 days (to allow for weekends and bank holidays) from receipt of all correct documentation.

The documentation required before an invoice can begin to be processed is listed below:

- A completed **Contractor Appraisal Timesheet Form** (signed by the client)  
See also 6.6

# Contractor and Agency Worker Handbook

Wellwise Group, Crossways Business Centre, Stalham Road, Hoveton NR12 8DJ



- A completed **Expense report** (signed by the client & with supporting receipts)  
See also 6.7
- A contractor's invoice for services
- A contractor invoice for expenses (approved and signed by the client)

You will be able to track your payment status and payment date via the "Statement of Account" area on [www.wellwisegroup.com/login](http://www.wellwisegroup.com/login).

## **b) Agency Worker (off-payroll Worker) using WWG PAYE Payroll**

The Wellwise Group payroll runs on the 25<sup>th</sup> of each month. Therefore, you will need to submit the required paperwork (see below) by the 10<sup>th</sup> of each month to ensure payment on 25<sup>th</sup>. All submissions after the 10<sup>th</sup> will result in payment on the 25<sup>th</sup> of the following month. For example:

- *If you mobilise on say 18<sup>th</sup> February all required information must be submitted by 10<sup>th</sup> March and payment will be made on 25<sup>th</sup> March. Information will be required for all days worked after 10<sup>th</sup> March and payment will be made on 25<sup>th</sup> April.*
- *If you mobilise on say 18<sup>th</sup> February and de-mobilise on say 22<sup>nd</sup> February (the same dates remain) all required information must be submitted by 10<sup>th</sup> March and payment will be made on 25<sup>th</sup> March.*

Our accountants (Lovewell Blake) will issue you with a username and password to enable you to view your payslip on-line via <https://www.mypaywindow.com>, and if you are working over a financial year end your P60 also.

The documentation required before payroll can begin to be processed is listed below:

- A completed **Contractor Appraisal Timesheet Form** (signed by the client)  
See also 6.6
- A completed **Expense report** (signed by the client & with supporting receipts)  
See also 6.7

You will receive a P45 after each job (emailed or posted) from the Wellwise Group.

Prior to Wellwise being able to submit any form of payment to a contractor/agency worker we must be in receipt of the following documents as applicable:

- Company registration certificate (if a Limited Company)
- VAT registration certificate (if you are VAT registered)
- Umbrella Company contact details
- Limited Company or business bank details
- New Starter Form (if being employed as an Agency Worker by WWG payroll) – this will be sent to you prior to your engagement

# Contractor and Agency Worker Handbook

Wellwise Group, Crossways Business Centre, Stalham Road, Hoveton NR12 8DJ



Relevant paperwork is best received as scans and sent through electronically to: - [accounts@wellwisegroup.com](mailto:accounts@wellwisegroup.com) or you can post them to our office address found on our website.

## 8. Substance Abuse

- 8.1 Employees or Contractors who work while under the influence of alcohol, controlled substances or drugs present a risk to co-workers, Wellwise Group assets, the community and themselves. Any activity under this spectrum is strictly forbidden. Please see **WWG Substance Abuse Policy** for further information.
- 8.2 ALL contractors must sign and agree to the Wellwise Group Substance Abuse Policy prior to undertaking any work through Wellwise.

## 9. Medical Emergency

- 9.1 Wellwise Group carries insurance to cover medical and repatriation costs. Should a contractor be involved in a medical incident offshore the installation manager would contact Wellwise duty manager (available 24hrs a day). This would then initiate Wellwise Group emergency procedures, see **WWG Medical Emergency Flowchart** for further information.
- 9.2 Should a contractor wish to report any medical incident to the Wellwise Group this can be done so directly to the on-call Duty Manager who is available on our office number +44 (0)1603 777980 24hrs a day 365 days a year.

## 10. Personal Protective Equipment (PPE)

- 10.1 All Wellwise Group Contractors are expected to provide their own PPE which should be taken to each mobilisation unless they have been instructed otherwise. Please ensure coveralls meet industry standards and are clean and in good repair and have no competitor/client logos displayed.
- 10.2 The Personal Protective Equipment regulations (latest amendment) state that PPE should only be used whenever there are risks to health and safety that cannot be adequately controlled in other ways. Contractors have a responsibility to obtain and use PPE correctly under these regulations and to ensure the products are CE marked.
- 10.3 These regulations require that PPE is:
  - Checked before use to make sure it is fit for purpose
  - Maintained and stored properly
  - Provided with instructions on how to use it safely
  - Used correctly
- 10.4 For further guidance on PPE the HSE website hosts information relating to the British Standard of each PPE item – this can be useful when purchasing PPE. (Search for ‘PPE standards’). Please note that lace up boots are Mandatory for UK and Europe, I would recommend that all contractors adopt this standard as the norm.

# Contractor and Agency Worker Handbook

Wellwise Group, Crossways Business Centre, Stalham Road, Hoveton NR12 8DJ



## 11. Travel

- 11.1 Wellwise recognise that along with our clients we have a duty of care to ensure the safety and health of contractors travelling to work sites. Once at a location travel safety will be governed by either the Clients, the End Users or the Rig Owners own standards.

However, when travelling to location information and guidance should be sought from Wellwise. Whilst Wellwise Group will advise on this matter and provide direction, contractors are ultimately responsible for ensuring any travel they undertake is done so in a manner that does not endanger themselves or others.

- 11.2 Wellwise commitment to contractor travel safety is supported through:

- Agreeing with clients when making travel arrangements for contractors to ensure that travel times and recuperation time before commencing work are appropriate and safe.
- Communicating travel arrangements to clients and contractors and discussing any concerns prior to travel being undertaken.
- Informing our client and contractor community of travel risks so that adequate control measures can be considered to reduce risks.

- 11.3 Contractors should consider the following factors when planning any journey to or from a work site:

- Allowing enough time is paramount for any journey. This reduces so many risk factors by ensuring travel is conducted in a planned and controlled manner. Things like security checks at airports or motorway traffic can all lead to unexpected delays, so allowing more than enough time will ensure these can be mitigated.
- Travel of any kind can be tiring so time should be allowed to ensure a contractor has been rested prior to starting work. Wellwise will always request clients to pay for travel and rest breaks prior to starting work however these are not always offered.
- In accordance with WWG Substance Abuse Policy contractor's consumption of alcohol is prohibited during travel and 24 hours prior to any travel required for work.

- 11.4 Contractors must work in accordance with Wellwise Group [WWG Contractor Travel Overseas Risk Assessment](#) which will be updated from time to time. (please see website for latest version)