

TOOLBOX TALK

ISSUE 17



wellwisegroup

COMMUNICATION IS EVERYTHING

At Wellwise Group we have the most magnificent quality and competency schemes, loyalty bonus schemes, web based training and award winning data base and web interfacing tools, etc etc etc...

You could almost begin to think that the companies run automatically with virtually no human intervention required. The reality is that it wasn't like that 25 years

"HUMAN INTERACTION IS OF PARAMOUNT IMPORTANCE"

ago and its still not like that today. We are in the personnel business where human interaction is of paramount importance where relationships are built and are respected over a very long period of time.

We have had the same people at the cutting edge of our operational efforts for all the years that the companies have existed. It's this long term experience and ability to interact with people that is behind much of the success that our personnel companies have enjoyed across the years and continue to demonstrate today. "Trust" can be an over exercised term, but its often the singularly most important component of our interaction with both Clients and Contractors. Without trust, nothing much endures and we are not able to deliver our service to either of the halves of our community in the way that we know that it works best.

Sure, commerciality comes in to play, but its not the be all and end all in our business. Many of the contractors that work with us are very loyal to WWG which is entirely...

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...reciprocated by our service line managers when it comes to keeping people in work and planning the next job - and sometimes just being the listening ear when required. We have had the same core clients since the companies incorporation and relationship is just as important in this part of the symbiotic relationship that exists between WWG, Clients and Contractors, as it is anywhere. Our clients expect and live in the knowledge that WWG provides a technically quality service but at the same time they understand that we always provide a personnel service that is personally delivered.

Strangely enough nobody wants to be treated like a robot, and everyone works best when allowed to demonstrate their skills and experience. Most of the time this understanding is well established and everyone gets along just fine. Very occasionally we come across clients and contractors who don't subscribe to this culture and this invariable makes things more challenging.

Building relationships for many, especially people below 35 has changed somewhat in recent years with the advent of social media. While some people just absolutely hate it, for others it's almost their lifeblood without which they can not function. As a consequence we have really upped our game with Facebook, Twitter, LinkedIn and Youtube. Our website has also just undergone a major rework winning awards for its design and innovation.

Communication means many things to many people, we try hard to embrace all aspects of community engagement and make all efforts not to place more emphasis on one area than another. Wherever communication leads us in the future you can be sure that at WWG there will always be a real person at the end of the telephone who understand your needs, wishes and wants and can be trusted to deliver, this time, next time and always.



OWN A SECOND PASSPORT?

MAKE YOUR LIFE EASIER AND APPLY FOR ONE TODAY

When we apply for visas for our contractors working abroad their passports can be held up at embassies for long periods of time which can leave them unable to travel for other commitments.

Though not all countries allow their citizens to hold two or more passports, if your's does then we strongly advise that you apply for another.

By having a second passport, applying for visas becomes a lot easier which in turn opens up further opportunities for work. It can also help with travel to countries with very specific entry requirements. Some countries will not grant you a visa if you have evidence of travel to other particular countries. By keeping entries like this separate from each other will ensure that the chances of your entry being rejected are slim.

We have had incidences in the past of contractors losing or misplacing their passports which has then prevented them meeting work obligations - having a second passport would also ensure this doesn't happen to you.

In the UK, an adult passport will cost between £72.50 - £94.25 depending on

which service you use, and whether you get any extra pages added - you can apply online at www.gov.uk/apply-renew-passport. If you need a quick turnaround, it's possible to get it sorted in a day but you will pay extra for the privilege.

If however, you are not from the UK, please feel free to get in touch with us. We are more than happy to advise whether a second passport is available in your particular nationality, and also assist your application.

Whatever your nationality, you will need a letter from your Wellwise Group Service Line Manager to confirm that you are contracted through us and need this passport for regular travel abroad. This is something we can arrange at your request - just let us know. This letter needs to be sent along with your application.

We're always happy to help - should you require assistance with your second passport applications please do not hesitate to contact our offices on +44 (0) 1603 777980 or email your Service Line Managers.

LIKE, FOLLOW AND SHARE!



We've upped our game on social media recently, so why not 'like' us on Facebook, or 'follow' us on Twitter? We'll be sharing company news and important information, as well as holding the occasional competition with giveaways! To visit our sites, visit the addresses below or follow the links on our website.

 /wellwisegroup

 @wellwisegroup

 /company/wellwise-group

PHOTO OF THE MONTH!



This was sent in by Stephen Church. Think you can do better? Email your photos to info@wellwisegroup.com

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

NEW ARRIVALS

Congratulations to contractor

Patrick Spring and his wife Regan on the birth of their daughter **Lyla**

Eve – 8.6lbs, born 12:27pm on the 30/10/13!

Patrick told us: "I missed it by ten minutes as I was offshore, but many thanks to Wellwise for getting me home and the opportunities working as a consultant has given me and my family".



Another one of Wellwise Group's contractors **Mano Penedo**, and his wife Ananya, are now proud parents to baby **Emily**, who was born at 6.5lbs – congratulations to both of you!

And finally, yet another WWG contractor, **Martin Scott** has also become a father! Baby **Jack** weighed 8lbs when he was born. A very happy, and very tired Martin told us: "Him and his mum are both doing well - his mum has lost the baby weight and he's putting plenty on so everyone is happy! It's been great so far. There has been sleepless nights though, so when I go to work the first full night of sleep is always nice!"

PRETTY IN PINK

Our staff all came to work dressed in pink on Friday 18th October, in aid of Breast Cancer Care and their 'Pink Friday' month. Service Line Manager, **Glenn**, and Data Acquisition Engineer, **Bill**, also raised an impressive **£1,842** for the charity, losing their leg hair in the process! To see the photos and video footage, search Wellwise Group on Facebook. £67.42 was also raised in pink cake sales throughout the day. Huge thanks to everyone who donated, and to our Office Administrator Levi Fisher for organising the day!



WEDDING BELLS

Fardux Technical Director, **Paul Budworth** is now husband to the lovely Susanne, after the pair were married in July! The wedding took place at the Victoria Hotel in Lowestoft, and many WWG staff were there to enjoy the day. Along with his two glamorous assistants, WWG Managing Director David Mason delivered a best man's speech with a difference - search 'Pauly - he knows every lawyer in the east' on YouTube to watch it! The happy couple later travelled to St. Lucia on their Honeymoon. Congratulations!



BIRTHDAYS

Levi Fisher is 21! She and the rest of the team celebrated her birthday on the 31st of May at Trattoria Rustica in Norwich, followed by several drinks! Levi has been Wellwise Group's Office Administrator for three years, and looks after the company's competency service quality. Belated Happy Birthday, Levi!



Another belated Happy Birthday goes to Fardux Technical Director, **Paul Budworth**, who celebrated his 60th in November! Paul has been working with the company since 1991 - pictured here on the first ever Fardux memory gauge job at Humbly Grove (11/12/91).



NEW START

Michael Mason (pictured) joined us in October as Marketing Coordinator at Wellwise. Michael recently graduated from the University of Lincoln with a First in Journalism, and has taken on the challenge of expanding WWG's social media reach, as well as handling all marketing responsibilities. Welcome, Michael!



LADIES DAY

In June the ladies from the office went to **Ladies Day** at Ascot. They had a wonderful time even before the day arrived as they had to purchase hats, dresses, shoes and handbags for the occasion, so when the day eventually arrived they were beside themselves with excitement! Once they arrived at Ascot the ladies had a fantastic time - the food was delicious and the Ascot experience was enjoyed by all. Some of the ladies were even lucky enough to come away with a few pennies!



POPPY APPEAL

Wellwise Group raised £52 in November for the British Legion's **Poppy Appeal**, through the sale of both Poppies and delicious home made cakes!

PROVE YOUR WORTH AS AN OILFIELD PRO

ENROL IN OUR FULLY TRANSFERABLE SQA APPROVED COMETENCY SCHEME

"Competency" means many things to many people. At WWG we believe that true competency is made up of a number of important component parts, including proven experience, course technical training and portfolio based assessment. WWG encapsulates all of these component parts in our quality and competency offering to our client community. Clients quite correctly expect to receive value for their procured personnel supply and in parallel with this expectation look to us to fully provide evidence that the personnel that we supply are competent.

Our market is global - all clients don't know all contractors and visa versa - this brings into focus the necessity to prove competence. Beyond this, if there is an incident, the most likely documentation that will be requested is proof of competence. You may know the company and its operational representative but you are unlikely to know the Health and Safety

Executive investigator who will only be interested in documented verification concerning your competence. Long gone are the days when a CV is enough, or a nod and a wink because you're a friend of a friend. Having said this, it's worthy of note that this attitude still exists with some stalwart died in the wool contractors who either don't get competency or simply can't be bothered. We hear from our client community that we are not alone in our endless struggle to achieve measureable competency, since many clients face similar issues with elements of their own workforce. Happily, other shared themes are the understanding that competency is not going away anytime soon and that broader acceptance of the necessity to work towards completed portfolios is finally here. WWG contractors who do not contribute towards their measureable competency are now in the minority and will soon begin to understand

that inactivity is not acceptable and ultimately works against our common quest to keep people actively employed and engaged in our industry.

What should be said is that positive attitude towards competency exists in the majority of our contractors, some of which are extremely active. We have a team of dedicated and qualified competency professionals and administrators at WWG who induct, mentor and generally assist candidates on a daily basis. WWG are a registered SQA training centre of excellence and have our management systems audited annually by the SQA. Improvement is perpetual, and over the years WWG have grown in experience in delivering competency success - what works for some people doesn't work for others. We want contractors to progress with their competency, and ultimately it's in everybody's interest to seek advancement.

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 Jon Beale, Dave Wyllie & Stephen Goodwin. All their hard work and perseverance has been worthwhile, look how happy they are with their new Kit Bags!!



COMPETENCY QUARTERLY AWARD

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

Our first award, which was an iPod, was presented to **Martin Scott**. This was an outstanding effort by Martin who completed his Surface Well Testing portfolio in only 8 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.



A MESSAGE FROM DAN...



Dan Pavitt:
Competency
Scheme
Technical
Manager

In May this year WWG senior supervisor Jamie Spurling was running a job for Baker Hughes out of Aberdeen. A lost time incident occurred on the opposite shift when Jamie was resting, yet the operating company called BH to a meeting and requested proof of competence for all crew members not just those on duty at the time. Having completed the WWG scheme we were able to forward Jamie's SQA certificate. WWG later received the following letter from BH Coordinator Russell Bottomley:

"May I take this opportunity to thank you for your assistance in the recent situation concerning Jamie Spurling. As you are aware, proof of competency plays a major part in deciding who we choose to go on particular jobs and also affects the outcome of our customer supplied Job Performance Indicators.

I personally feel a lot more comfortable knowing that we have this competency documentation in place should the need arise to prove it. Can you please ensure we keep this practice in place, and continue to supply the high calibre of personnel you have on your books at the moment."

THE DANGERS OF MALARIA



Most people under estimate the dangers of Malaria, but it should never be forgotten that malaria is a potentially life-threatening disease.

If you are travelling to a country which presents a risk of Malaria, we can't express enough the importance of protecting yourself. If you have been issued with a login to our website, you can use our world travel map to review areas where Malaria presents a risk.

You can usually prevent malaria by taking an antimalarial drug and by taking steps to avoid mosquito bites.

Symptoms of the disease include fever and flu-like illness, including shaking chills, headache, muscle aches, and tiredness. Nausea, vomiting and diarrhoea can also occur. Complications of untreated malaria include mental confusion, seizures, coma, kidney failure, and even death. Symptoms will occur at least 7-9 days after infection; so fever in the first week of your travel is unlikely to be malaria, although any illness should be evaluated.

Anyone who becomes ill with a fever or flu-like symptoms while travelling and up to one year after returning home should immediately seek professional medical care. Consult your local medical centre to get advice on which antimalarial drugs should be taken when visiting different countries. Some minor side effects may occur, however, if you cannot tolerate your antimalarial medication seek an alternative – don't go without!

Malaria can be a fatal disease if not treated quickly. If your travel itinerary will take you more than 24 hours away from professional medical care, request a self treatment drug from your health provider.

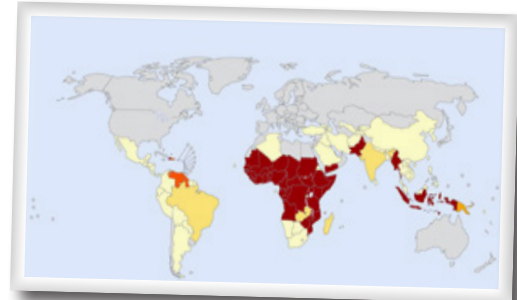
Mosquitoes that transmit malaria usually bite between dusk and dawn. At these times,

wear long sleeved shirts, long trousers and a hat.

The Foreign & Commonwealth Office (FCO) recommends repellent containing DEET as being a "particularly effective" deterrent for mosquitos. Remember though, DEET should be applied to exposed skin only, so don't use it under clothing.

If you are not staying in well-screened or air-conditioned rooms, take additional precautions, including sleeping under mosquito netting - bed nets sprayed with the insecticide 'Permethrin' are more effective.

If you have any further questions, please feel free to contact us.



WELL DONE GUYS!

We recieved the following emails from clients over the last few months - well done!

JAMES GREEN & SHERIDAN SEILY

This is just a note to request that you pass on our thanks to both James Green and Sheridan Seily on a recent project.

I have just had our client's representative on the phone praising both of them for their efforts on the job.



PAUL GOODWIN

I've recently had the pleasure of working with Mr Paul Goodwin on a project, located in northern Kenya.

Right from the outset, it was clearly evident that Paul is an extremely experienced Well Testing Supervisor. This was clearly evident with his wealth of job knowledge, excellent leadership skill and professional attitude shown to his work at all times.

Paul was also very pro-active in discussing the well testing programme with myself and made very useful comments and suggestions both technically and safety wise to help enhance the programme.

Finally, it was very apparent that Paul, as well as being a strong leader, is a great team player. All of the junior Well Testers held great respect for him, enjoyed working under him and saw him as an excellent well testing supervisor who was always willing to assist and share his expertise with them, ultimately providing myself as the client excellent professional service.

In conclusion, I strongly recommend Paul for any future Well Testing supervisory work.

CIGARETTE LIGHTERS ON CHOPPER FLIGHTS

We have received the following notice, regarding the carriage of cigarette lighters on flights:

"Recently we have been seeing an unexpected significant increase in the amount of cigarette lighters being detected in passengers' baggage during the security process, which is not only disappointing but causing concern. As you are all aware, the carriage of cigarette lighters and/or matches is classified as a prohibited item and deemed a hazard to health and safety

offshore. In accordance with the Oil & Gas UK Guidelines and Customer's Own Company Procedures, such items will be removed directly and the incident will be reported to the relevant Customer. Flight Safety is imperative and continues to be our utmost priority."

Please ensure that any classified prohibited items are removed from you and your personal baggage before checking in.

NORWEGIAN OFFSHORE CERTIFICATION

There have been important changes to the Norwegian regulations governing offshore workers, that may well effect you.

In the past, workers have required a Norwegian offshore medical assessment with issuance of applicable Norwegian certification in order to work in the Norwegian sector, in addition to any Oil & Gas UK medical certificate already held.

This situation changed earlier this year and an Oil & Gas UK certificate is now sufficient

for working in the Norwegian sector. Further, from January 2014, Norwegian certificates issued by Oil & Gas UK examining doctors will no longer be accepted in Norway. This change has been notified to all relevant industry associations (Norwegian Oil and Gas, the Norwegian Shipowners' Association, Oil and Gas UK and NOGEPa) and all Norwegian heliports. For more information, please feel free to contact us.

THE CONTRACTOR INTERVIEW

A DAY IN THE LIFE OF WELLWISE'S **JACEK KORDYS**



How long have you been contracting with the Wellwise Group?
I have been with the Wellwise group since May of 2012.

Do you enjoy contracting through Wellwise?
Of course I do. It was the best decision I made in my professional life. A lot of opportunities have opened up since then.

What brought you to us?
My colleagues recommended the Wellwise

group to me. They used to work with me in my previous company.

What is your background (job history)?
I started working in the oil and gas industry in the beginning of the 90's in Poland as a roughneck. In 94' my company sent me to Germany on a slickline course and that's how my career in slickline came to be. My international career began in 2012 when I joined Coilservices in Holland.

What aspects of your job do you find challenging?
New projects which are being done for Shell in the North sea around the Live Well Connector and velocity strings are what I would call a test.

What locations have you visited recently?
I have been in the North sea a lot and Holland of course. Other countries I've been to include Germany, Hungary, France and Poland.

Was there a highlight or lowlight?

Frequent travelling would have to be a main highlight. Touring and getting to visit all of these countries is something I have really enjoyed.

What location would you like to travel/work in?

I would like to experience different cultures, so the middle east would be a definite option.

Did you get any social time in the country – before or afterwards?

I got to spend quality social time during my job in France. Getting to experience French culture was a real privilege. I really enjoy French cuisine.

How does your family life cope with you being away?

Nowadays coping with such trips is made a lot easier, because contact is easier and therefore more frequent.

What are your likes and dislikes?

I really enjoy skiing and football. I'm also interested in house construction and renovation. I dislike leaving my family and house for long.

MERRY CHRISTMAS FROM WELLWISE GROUP!

Wishing you a merry Christmas and prosperous 2014! Wellwise are still contactable throughout the Christmas period on our office number: +44 (0) 1603 777980.

If you have any material that you want us to put in our next newsletter, please email: michael.mason@wellwisegroup.com The next issue of Toolbox talk will be released in March 2014.

