



TOOLBOXTALK

ISSUE 21

ONWARDS AND UPWARDS

It only seems like yesterday we were celebrating 25 years in business and here we are now in our 30th year. The last few years have been tougher than any of the last three decades and the industry as a whole has felt the effects of this massive downturn.

It is sometimes a challenge to find positives during a recession although while we, like everyone else in the O and G business, have felt the strain of market conditions we have also been able to batten down the hatches and cut back our overheads to weather the storm and come out the other side with a fresh perspective on our place in the market and our overall offering.

Many “nice to have’s” in oil and gas personnel supply sector were only there because the industry as a whole could afford

the luxury of such support related services. For many people our industry talks a good job while things are on the up without any real long term commitment to fully support such offerings. In essence when there are no longer the favourable margins in the O and G business, everything but core offerings take a step backwards.

National tariff protected trade restrictions around the world have become increasingly common making supply to overseas markets often more challenging and emphasising the importance of local markets and sometimes a localised workforce.

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Our quality efforts take a great deal of internal effort to up-keep and support which has in recent years been a financial burden for which there has been no transparency obvious client support or even necessity. However, even during the darkest days of the recession we have maintained our quality offerings because we believe in them and what they bring to our service offering. Supply chain management all too often has only one consideration... 'cost', which has in many cases lead to a complete breakdown in any kind of support service value recognition.

WITH THE RECENT EMERGENCE OF BETTER TIMES, COST ONLY BASED ASSESSMENTS OF PERSONNEL SERVICES ARE BEGINNING TO BE SEEN FOR WHAT THEY ARE, AND ALSO FOR WHAT THEY ARE NOT, AND IN MANY CASES CAN NEVER BE. AS A CONSEQUENCE WE ARE NOW WITNESSING THE RESURGENCE OF SOME RETURNED OBSERVANCE OF VALUE RECOGNITION IN MORE THAN JUST MONETARY TERMS.

In an oversupply and under demand situation there is little incentive, necessity or capacity for personnel companies to carry costs associated with delivering a professional industry aware and informed offering. We have witnessed on-boarding giants, without the slightest clue about our industry, take a place in the market based on reduced costs, volumes and a global footprint. Fine while its easy to attract any number of workers left with

little more than Hobson's choice, but now that choices are genuinely returning to the table niche market suppliers are again recognised by clients and contractors alike, for the value they offer above and beyond personnel supply giants.

We welcome the industry resurgence and the return to full offering value observance. At the same time we have ourselves cut our cloth to suit the current climate making what we do not only industry aware, informed and quality system supported but also competitive and cost conscious.

THE CONTRACTING COMMUNITY IS DAMAGED BUT NOT DESTROYED. IT WILL TAKE SOME TIME TO BUILD CONFIDENCE AGAIN IN AN INDUSTRY THAT HAS SUFFERED IN THE WAY THAT THE O AND G BUSINESS HAS IN RECENT YEARS.

The age demographic of the workforce is probably the largest challenge with so many people in their fifties and sixties and so relatively few in their twenties and thirties. Its been difficult to attract people into an ailing industry and this situation will remain until such time as there is sufficient incentive for younger people to get involved

We all look forward to continued better times in our new and forever challenging environment



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PHOTO OF THE MONTH!



This was sent in by Peter Simpson. 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 and best wishes to contractor **Jordan Harper** and his partner Jodie on the birth of their son **Arthur**. Green suits you!



RETURNING STAFF MEMBERS



Caroline Hart

Caroline originally joined us on a temporary basis in early 2017 to cover reception and other administration duties. In October 2018 workloads had sufficiently increased to invite her back, this time on a permanent basis.

Ann Corner

Ann has been in and around the Wellwise Group for many years now undertaking a number of different roles. Currently taking on the QHSE role again after returning from her globe-trotting travels.



PROVEN COMPETENCY ADDS VALUE

A MESSAGE FROM DAN...

COMPETENCY CONTINUES TO ADD VALUE FOR BOTH WWG AND CONTRACTORS IN TERMS OF PROVABLE SKILL AND HSE OBSERVANCE AND UNDERSTANDING.

In recent months competency has been invaluable when visa's are required for overseas assignments. Entry requirements for many countries have tightened under recently introduced world trade protection schemes. It is not uncommon for foreign visa questionnaires to ask for tertiary level academic qualifications which in most cases is beyond the certificated armoury of contractors.

We are long past the days when a 25 metre swimming certificate and a cycling proficiency test are sufficient. On many occasions enrollment on to the SQA competency scheme has been enough to tip the balance between a visa being issued or not at all.

Quite apart from the obvious value of signing up for the competency scheme this new twist adds a very tangible benefit.

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.



Dan Pavitt:
Competency
Scheme
Technical
Manager

INVOICES TIMESHEETS & EXPENSES



To ensure a smooth and timely process from when you submit your invoice, timesheet and expenses, to payment, we would encourage you to take notice of the following procedures.

Your Invoice, timesheet and expense claim forms should only include work for a single month. For example: should you work from 25th May – 5th June you will need to submit two separate invoices, timesheets and subsequent expense claim forms – May and June.

Always endeavour to get your timesheets and expense claim forms signed off by the client representative and yourself. If on rare occasions you are simply not able to get a timesheet signed then we can get involved and try and get a signature post job. This is often a convoluted task and will almost certainly delay the payment of your invoices.

Please ensure you attach your documents, using word, excel or PDF – we have had issues with documents within the body of an email, or being sent in jpeg format, being rejected by clients due to the poor quality of them. This can then result in late payment.

Please send your timesheets/invoices/expense claim forms/receipts in as soon as possible once you return home from a job or at month end (whichever comes first). Our Clients have requested we must submit to them a completed and signed timesheet, and where applicable, an expense claim form with associated receipts – failure to do this can result in late payment.

Send all financial documents into accounts@wellwisegroup.com and NOT individual email addresses to ensure it gets

picked up in a timely manner.

You should always submit an invoice for your service days, and for any expenses you are claiming for – we cannot pay either without an invoice.

Our payment terms are 30 days from receipt of ALL correct documentation which includes - approved timesheet, invoice, approved expense claim form AND receipts.

Once we receive your information you will receive an automated email to let you know we have received it. You can log onto our website www.wellwisegroup.com to view your Statement of Account using your user name and password. (Please do not hesitate to contact us in you have forgotten your user name and password).

Please help us to help you – submitting complete and correct paperwork in a timely manner enables us to invoice the Client quickly and pay you on time.

PPE RESPONSIBILITY

As a self-employed Contractor you are responsible for supplying your own PPE and ensuring you turn up to the work site suitably attired. Although some Client's do like contractors to wear their specific safety coveralls with their logo, this should not be assumed. Please be prepared to mobilise with flame resistant clean neutral coveralls to cover all eventualities. If you are not sure what the requirement is, please check with your WWG Service Line Manager before you travel. You should have the following PPE in your kit bag:

- Green Hard Hat**
- Safety glasses**
- Hearing defenders (personalised where possible)**
- Safety Gloves**
- Clean flame resistant neutral coveralls in good condition (To relevant country standards)**
- Lace Up Safety Boots**



Contractors should never, under any circumstances, turn up on a job wearing clients competitor overalls

Where possible all safety wear should have the BSI Kitemark (or similar) to denote quality and conformance.

PPE is considered a work expense so you can offset the cost against your income tax – speak to your financial advisor to get the correct up-to-date information.

RETURNING APPRAISALS AFTER A JOB

The purpose of the appraisal is to get feedback from the Client to assess how you are performing. We all want to keep the Client happy, and for this to translate into future assignments.

Obtaining appraisals from a range of Clients it will ensure there is no particular bias.

Although the effectiveness of the appraisal is largely based upon the diligence of the person completing it, it still provides some degree of tangible evidence for competence purposes. If you can submit appraisals on a regular basis this can have a positive impact on jobs that you might be offered in the future.

As you will know Wellwise issues a timesheet/appraisal form with each Contract Schedule. However in more recent times we have noted that some Client's prefer if their own timesheet is used. In these circumstances the appraisal is not completed and we have a gap in our records.

To cover this scenario we have re-introduced the appraisal only form again to allow you to present to your immediate supervisor to get their feedback. Where we are aware you are working with a Client who prefers their own timesheets we will send you, or you can yourself download, the appraisal only form. It will be much appreciated and also to your own benefit, if you could make the effort to get this completed and returned to us.

The two forms in question are: (one simply does not have the timesheet element):

F011 Contractor Appraisal/Timesheet Form

F011C Contractor Appraisal Form only

F011C-6

Contractor Appraisal Form Only



THE CONTRACTOR INTERVIEW

A DAY IN THE LIFE OF GEORGE SAVAGE

How long have you been contracting with the Wellwise Group?

I have been contracting to the Wellwise Group since August of 2017.

What brought you to us?

After being made redundant during the downturn. I took a year out and then decided to return to the industry as a contractor

What aspects of the job have changed since you started contracting ?

End Users are now more focused on contractor selection to ensure that the right person is on any given job. Risk and reward is in place in all areas of the supply chain. It is important to stay visible in between projects and to maintain a state of readiness

Was there a highlight or lowlight?

I think bumping into a lot of my old work colleagues in Den Helder was a bit surreal... especially as I had not seen any of them in over 20 years.

How do you manage your work/personal life balance?

Working through the agency actually helps as it is easier to plan holidays etc depending on your availability. As long as you give plenty of notice of your intentions then alternate arrangements can be made for job assignments



What is your favourite work location ?

I prefer to work in the North Sea countries since this is what I am mainly used to. I try and work out of Aberdeen or Den Helder if these options are available

Do you have any other comments or stories you would like to share with us?

So far, working as a contractor has been good for me. I enjoy the choice of when and where I go to work. It has not been without challenges during the downturn but overall I do prefer to be self employed. Experienced people are still in demand and while that situation exists I intend to continue working as a contractor