

# Contractor Handbook



wellwisegroup

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

# Contractor Safety Handbook

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



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## 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 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)

1.3 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 can expect from the Wellwise Group:

- 2.1 To offer global **Support** through a designated operational manager 24 hours a day.
- 2.2 Ensure we **Prepare** contractors 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 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 with Wellwise brand and offering by conducting their work in an exceptional 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 soon as possible.
- 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.

## 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 below lists;

### **Mandatory:**

- ✓ Passport
- ✓ Drivers Licence
- ✓ Birth Certificate
- ✓ 2 original passport photos (via post)
- ✓ Emergency Contact (NOK) form (completed)
- ✓ Signed Wellwise Policies (as above)
- ✓ Medical Certificate (within the last 2 years)
- ✓ Drug Screen Certificate (within the last 2 years)
- ✓ All relevant training certificates

### **Required for offshore work:**

- ✓ Survival
- ✓ MIST
- ✓ CA-EBS training (if complete)
- ✓ Bideltoid Shoulder measurement (if complete)

- 4.2 The Contractor will receive information from the Wellwise Group relating to their mobilisation to a client. Some of this information has to 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 may usually be asked to participate in a work site induction / safety training prior to commencing work – contractors should use these instances as opportunities to learn and involvement 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 You may be required to join the Wellwise Group’s in-house SQA approved competency scheme. Contractors are supported throughout this process – further information is available in section 8 of this handbook.
- 5.3 Wellwise expect contractor to obtain written appraisals from site alongside their timesheets they submit. These offer clients a snapshot into a contractor’s current performance and are viewed regularly by our client community when selecting available contractors.

## 6. Reporting Procedures

- 6.1 Any issues a contractor may have relating to a job should be communicated to a Wellwise Group Service Line 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 Wellwise Group Service Line Managers 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 / 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) that is reportable under RIDDOR, this should be done so to the 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 issues: [accounts@wellwisegroup.com](mailto:accounts@wellwisegroup.com)
- Administration issues: [admin@wellwisegroup.com](mailto:admin@wellwisegroup.com)
- Competency issues: [support@wellwisegroup.com](mailto:support@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 with your invoice. 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.

At the time of obtaining a job appraisal the contractor must also complete the Timesheet section to support every invoice that is submitted to Wellwise. The dates 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 is needed to ensure contractors receive payment. 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. If a contractor does more than one job in a calendar month then multiple appraisal/timesheets should be submitted (one per client/location). *Where you are required to complete a Client Timesheet, please submit this, but ensure you complete an Appraisal Only Form along with it.*

## 6.7 Expenses

### **WWG Expense report**

**Update on 25-Oct-16: When required, an expense claim form must be submitted at the end of each calendar month. Most clients now require this information within 7 days of month end otherwise they may not reimburse the claim.\* Please submit your claim form and receipts accompanied by your invoice before the 7<sup>th</sup> of each month for the previous month.**

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 a Wellwise Group Service Line 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 reporting channel as frequently as they can. If a contractor has been involved in an accident / incident offshore it is imperative that it is reported to Wellwise using this form as soon as possible as – Should the client contact us for information and we have to represent your involvement Wellwise must be aware of all the circumstances.

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.

Whilst you are away working through Wellwise should you have an accident resulting in personal injury you should seek medical attention from the installation immediately and let Wellwise know. You will be asked to submit details to us using an accident report form.

## 7. Accounts & Payment

7.1 Wellwise Group 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 are 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
- A contractors invoice for services
- A contractor invoice for expenses (signed by the client)

These are 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.

7.2 To contract through the Wellwise Group contractors must either be (i) set up as a limited company or (ii) use an umbrella company.

7.3 Prior to Wellwise being able to submit any form of payment to a contractor we must be in receipt of the below documents:

- Company registration certificate
- VAT registration certificate (if applicable)
- Limited Company bank details.

## 7.4 Set up and registering a limited company:

Before a business can begin operating as a limited company, it has to 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

## 7.5 Submitting an invoice

An example of an invoice template can be found on our website through a contractors 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, 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.

**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.

## 8. Wellwise Group Competency Award

- 8.1 Contractors will all be aware of the importance of competency criteria, which affects our business. Certain certification requirements are key to securing work offshore such as survivals & medicals. Ever since the Cullen report into the Piper Alpha disaster was published the Health and Safety Executive have asked operating companies to address the matter of workforce competency. The operating companies have been addressing this with their workforce for some time, whilst service companies and consultants have been falling some way behind.
- 8.2 Wellwise Group Competency Scheme: The majority of Wellwise clients are insisting that we now provide evidence of contractor's competency prior to mobilisation. During recent visits to some of our major clients to discuss this issue, disclosures by the clients mean that in simple terms we have to take proactive steps to implement a system or scheme to provide a means of addressing this issue. It is no longer the case that clients accept a contractor years' of experience as proof of competence.
- 8.3 Wellwise have undertaken an in depth appraisal of the means available to provide for this requirement in the least onerous way possible, but with the provision that we retain maximum credibility and recognition throughout. To that end we have now implemented the Wellwise Group Well Services Award. The scheme is accredited by the SQA (Scottish Qualifications Authority) and will be recognised by the industry as a professional competency qualification. Our commitment to contractors is that we will provide a web based support team to guide and assist you throughout. In broad terms the scheme requires that a portfolio based evidence gathering exercise is undertaken over time by the candidate. Once complete this is then assessed and verified, prior to the issue of an SQA certificate. There is a cost to the individual but it is significantly less than that which would be borne if the individual where to undertake a scheme through the services of a training body. On issue the certificate becomes the property of the contractor and greatly enhances employment opportunities within our industry.

The module choices available are:-

- Surface Well Testing
- Sub Sea Tools (Ocean Floor Package)
- Slickline
- TCP – Tubing Conveyed Perforating
- Nitrogen Services
- Coiled Tubing
- Fluid Pumping
- Data Acquisition
- Hydro Test
- Worksite Safe

Contractors are very much encouraged to participate in our Competency Scheme (Wellwise Group Competency Award) so please contact us to discuss your participation and the costs involved.

## 9. Substance Abuse

- 9.1 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.
- 9.2 ALL contractors must sign and agree to the Wellwise Group Substance Abuse Policy prior to undertaking any work through Wellwise.

## 10. Medical Emergency

- 10.1 Wellwise Group carry 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.
- 10.2 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.

## 11. Personal Protective Equipment (PPE)

- 11.1 Contractors are expected to provide their own PPE which should be taken to each mobilisation unless they have been instructed otherwise. Please ensure coveralls are clean and in good repair.
- 11.2 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.
- 11.3 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
- 11.4 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’)

## 12. Travel

- 12.1 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.

- 12.2 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.
- 12.3 Contractors should consider the below 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 air ports / 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 alcohol consumption is prohibited during travel and 24 hours prior to any travel required for work.
- 12.4 Contractors must work in accordance with Wellwise Group [WWG RA021 Contractor Travel overseas Risk Assessment](#). (please see website for latest version)