

# WHAT'S THE SCORE

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April 2014



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## Blood Donation

On the 19th February Score held another successful Blood Donor Session at Wellbank, Peterhead, when 80 staff and apprentices gave 72 pints of blood. Many thanks to all who participated. The next session will be on 3rd July.

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# ***The First Apprentice Intake***

## **Score Perth Pty March 2014**

Early in March, after expressing his pleasure at being present in Perth, Western Australia, to talk to our Score apprentices on this ground-breaking occasion, Conrad Ritchie, Deputy MD of Score Europe and Chairman of Score Training, explained his role and involvement with Score trainees, globally.

This informal lecture emphasised Score Group's core values, which are taken very seriously in all Score locations worldwide, and which give clear and concise guidelines to the apprentices.

The 11 apprentices beginning their careers at Perth represent the first intake of Score trainees at this location. All attend the TAFE Challenger Institute in Henderson and will study the apprentice programme there full time during their first year. This will be followed by 3 years of selective further education and workshop-based assessments.

Conrad had previously visited the college and met the new apprentices in the classroom, when he spoke with the lecturer at length on how their traineeship is progressing and how it shall continue to develop Score's young engineers of the future. He was very encouraged to see that the intake included female and indigenous apprentices.

The trainees have the ability to succeed but they have to drive this ambition themselves with a positive attitude. The Company shall be there to give all trainees support

and guidance to be the very best they can. Speaking at the new facility in Wangara, Perth, Conrad said "You have to have the right attitude. Communication is key. We want you all to succeed but you have to want this yourself". He then went on to speak about the apprentices' safety and how important this is to Score. Hand injuries are the most common type of injury within the workplace, and apprentices are advised to "be responsible for yourself and don't put yourself at risk. Be switched on and never place yourself in the line of force". Referring to the apprentices as "Generation X-Box" he explained how many teenagers compare everyday life to what they see and play in video and computer games. But, sadly, this is not reality.

Closing the talk, Conrad wished all the trainees the very best in the future and told them to drive themselves forward, and that with commitment they shall succeed. He also added that the door of every Supervisor, Team Leader, Manager and Director is open at any time and that they are welcomed and encouraged to discuss their thoughts and concerns so that they can receive guidance and advice throughout their apprenticeships.

The 11 apprentices are shown below with Conrad Ritchie, Shane Ola (Workshop Team Leader) and Stuart Marshall, Operations Manager, Score Perth Pty.



**Perth Employees pictured with Conrad Ritchie  
Deputy Managing Director of Score Europe**



## ***Score Hosts Second Apprenticeship Information Evening***

Score Group is the biggest single employer of 16-22-year-olds in the Peterhead area of Aberdeenshire and operates a highly acclaimed 6-year Modern Apprenticeship scheme for engineers and other trainees. Indeed, Score (Europe) Limited is the current holder of the prestigious Skills Development Scotland 'Large Employer of the Year' award.

In an effort to further raise awareness of the variety of careers which Score has to offer young people, and to help potential apprentices make informed career choices, the company organised an Apprenticeship Information Evening on Thursday 13th March in the Score Energy Building at Wellbank, Peterhead. The aim was to build on the success of a similar event held last year and was particularly relevant in view of recent government figures which showed that national unemployment rates among 16-25 year-olds are about three times higher than in the overall population.

More than 160 local young people and parents who had registered for the event were introduced to the work of Score which specialises, among other things, in the supply and service of valves and components for the oil and gas industries worldwide.

As a reflection of the diversity of work undertaken by the company, Score offers a Modern Apprenticeship training in Engineering with the opportunity to specialise in areas which include, but are not restricted to, Fitting and Assembly; Machining; Engineering Drawing; Quality Control; Mechanical Overhaul and Test; Technical Service and Support; Engineering Maintenance and Non-Destructive Testing. Throughout the evening in the spacious and informal surroundings of the VITAL Training and Conference Centre, there was the opportunity to talk with staff representatives from different companies and departments within Score Group, all of whom work closely with apprentices in many of those disciplines.

At several of the stands there was also the chance to see some of the latest high-tech equipment being demonstrated. For example, the recently developed and marketed Midas Sensor and Midas Meter, which monitor and test valves under working conditions using a sophisticated acoustic emission technique, attracted a lot of attention among the young visitors and their

parents.

Score (Marine) Limited were represented at this year's event and their exciting opportunities in providing valve supply/ services and technical support to NATO, Commonwealth and Allied Navies also stimulated a lot of interest. The potential effects of a 'Yes' vote in the forthcoming Scottish Independence Referendum, and the associated and damaging uncertainty which could impact on the future establishment of such important contracts, was also a talking point during the evening.

Although some may think of engineering as male-only territory, this is clearly not the case at Score where there are several female engineers currently enrolled on the apprenticeship scheme and many more girls undergoing their training to gain a Modern Apprenticeship in Multimedia and in Business Administration. As part of their Modern Apprenticeship qualification, all Score apprentices and trainees must combine study with work experience to gain SVQ, NC and HNC qualifications. In this respect, Score works in close association with the nearby Peterhead Engineers Development Limited (PEDL) who have a major input to apprentice training, particularly during the first year, and who recently were formally recognised as an approved SQA Centre. PEDL were represented at the event and their stand was dealing constantly with enquiries about the courses on offer.

During the evening there was a series of conducted tours of the Score (Energy) workshops and Glen Test facility, where the scale and complexity of Score's ground-breaking work on the service and repair of industrial gas turbines was demonstrated. The visitors were clearly impressed by what they had observed and learned, as was reflected in the constant questioning and other positive feedback received.

Many thanks must be extended to Fiona Johnston (Apprentice Co-ordinator) and her Deputy Carol-Ann Westland, and to all other staff who organised and participated in this event with such expertise and enthusiasm. It is expected that after the success of this event, it will become an annual fixture in the Score calendar.



# Valve Automation At Score – The Story So Far

Around 12 years ago Score's Simon Turner, whilst working in valve actuation, generated a valve automation register. This register (which now has more than 10,000 entries) was necessary in order to keep a record of the increasing number and importance of contracts undertaken by Score in relation to a continually developing oil and gas industry, locally and internationally. Shortly afterwards Score began buying actuators into stock to meet client demands.

In the early days Score used a local company to provide all of its controls components and systems. However, by 2006, thanks to continued growth, the company had progressed to a position where it was able to undertake for itself the stocking, developing and servicing of valve control systems. Consequently, the decision was made to stop buying in actuator control systems... and Score's Valve Automation Team (sometimes referred to as VAT) was born.

Since 2006 its achievements have been outstanding, with currently a team of 22 led by Valve Automation Manager Simon Turner, responsible for a large and valuable stock of actuators and controls components. During the last 8 years there has been a further steady increase in sales of actuators and associated control

systems, reflected in a healthy financial turnover. The future too looks encouraging, with the team likely to grow in size and importance as it attracts more orders and service contracts directly from major clients in the energy industries worldwide.

Contracts range from the bread-and-butter business of stocking and selling simple control systems, to the re-engineering of components and the design and manufacture of complete and complex control systems. A recent highlight was the successful design, assembly and testing of a large electrically powered hydraulic power unit completed within a demanding 20-week time period.

The team now includes 12 full-time Score engineering apprentices and, therefore, makes an important contribution to Score Group's highly acclaimed Modern Apprenticeship Training Scheme. Indeed, the training and knowledge gained as an apprentice with the VAT provides just the kind of experience required for a lucrative engineering career with Score.

## Score Glenrothes Update

Score Glenrothes, our Global Logistics Hub specialising in quick turnaround and distribution of valves, is fast approaching its first year anniversary.

Each member in the team of 12 locally based employees has continued to develop their specific skill base following focused training and personal development plans.

The Glenrothes Business model aims for a quicker and more efficient supply of valves within the Score Group. To meet this objective our impressive facility currently stocks nearly 13,000 valves, of size 6" and below, located

within conventional racking and carousel storage units.

During the first year of business Score Glenrothes has primarily provided a supporting role for the Peterhead Valve Division, but has also facilitated fast-track projects for Score Italy, Score Middle East and several UK operations. Recent success stories include an urgent turnaround order placed through our Italian office for 126 valves which was processed during the festive period in record time, utilising the Triple Mast Test Unit. We have also been able to fast-track supplies within UK, e.g. a recent

order received by telephone at 4pm was delivered to the Shell Mossmorran plant by 8pm. On another occasion an order received from Score Europe at Great Yarmouth in early evening was delivered to North Denes Heliport by 8am the next day, with no premium delivery charges. This next 12 months will be an exciting challenge as Score Glenrothes aims to continue in adding value to the Score Group of companies, during what promises to be a very demanding period for our industry.

**Ally Marshall - Score Europe Operations Director**



# ***Houston VAC off to a Flying Start***

Last July, Score Valve Services Inc. in Houston, Texas, became an Authorized Bettis Valve Automation Center or "VAC". This is a significant development for Score Group as Houston is the energy capital of the world and is also the home of Emerson Valve Automation Division, parent company of Bettis, as well as being home to many valve manufacturers. In typical Score Group fashion, the Houston VAC is quickly tooling up to be a viable valve automation player, and as a stockist of Bettis pneumatic actuators it is already making its mark in the marketplace. An initial stock order is nearly gone, having been absorbed by the industry's voracious appetite for actuated valves.

Air-operated valves (AOVs) are mounted on upstream, midstream, and downstream equipment skids, processing plants, and pipelines for ultimate destinations almost anywhere in the world.

This rapid start in activity is due in large part to the team of professionals assembled by management. With the workforce's combined experience of about 200 years in all fields of technical valve automation, customer and industry applications, the team is well versed in all aspects of the business. The strong name recognition of Score-Group with its reputation for technical competency, dependable service, and ability to manage large valve projects is

being put to good use. It must also be mentioned that the legacy staff at Score Valve Services Inc. has proven to be invaluable in helping to achieve the early success of the VAC. Thanks are also due to the Score teams in St. Johns, Edmonton and Trinidad for their cooperation, guidance, and opportunities. Finally the global "family" that is Score Group plc is an asset for the Houston VAC entrepreneurs by virtue of the large pool of experts working in Peterhead who are available at short notice to answer nearly any question related to the ongoing projects and success of the Houston VAC.

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## ***Houston VAC and its Midstream Customers***

Houston VAC offers a unique one-stop approach to actuation for a wide range of valve criteria, while providing engineered valve packages and all related services including certified testing. Since becoming a Factory Authorised Distributor for Bettis Actuation, management has brought together an experienced team showing a commitment to the market sector and which will build confidence by establishing mutually beneficial, top to bottom relationships. Key initiatives which focus on coordinating a cost-effective inventory mix developed to deliver results in today's business environment will be an on-going priority. The Bettis stock is modular for improved response time, and coupled with inventory of complete assemblies, is starting to pay off. Score Valve Services will pursue growing strategic business relationships and deliver results as the overall valve automation capabilities are accelerated in Houston and North American territories.

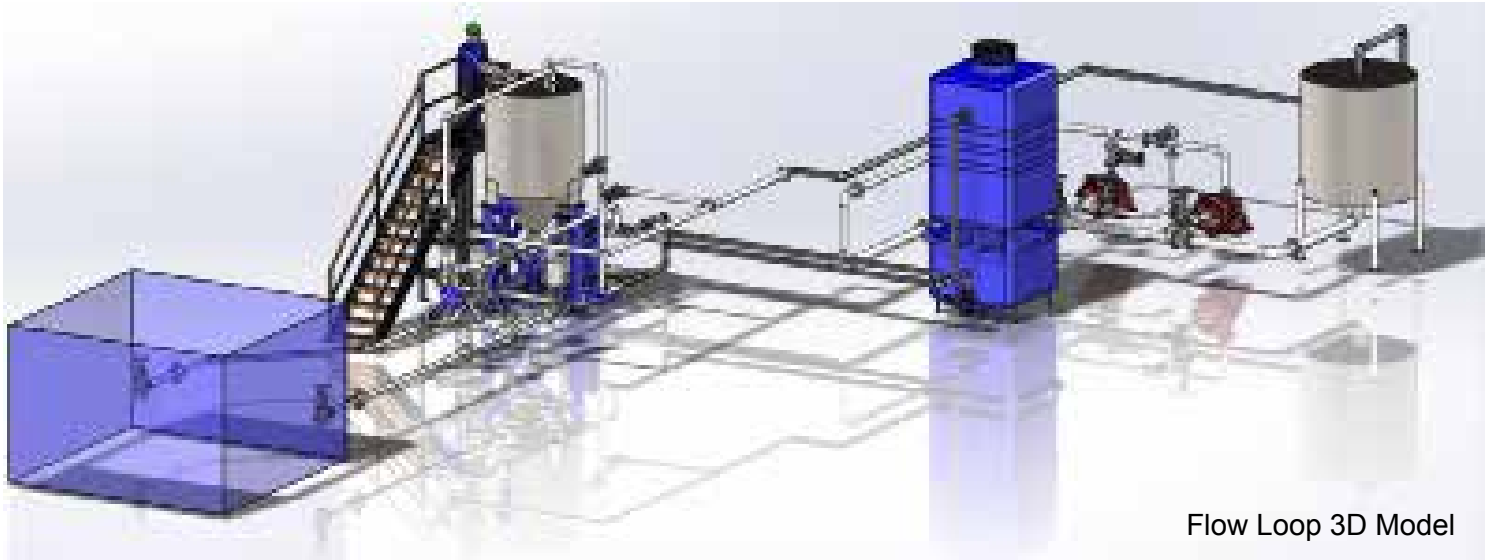
Midstream customers in Houston

and in the wider North American market have expanded their infrastructures to now include Mainline pipelines (natural gas transmission, oil, products & natural gas liquids), Gathering systems, Meter stations, Lateral pipelines, Compression facilities, Processing facilities, Pump stations and Natural gas storage facilities. Each discipline requires a significant investment in valve automation, an investment which Score Valve Services is able to provide. Recent studies by INGAA predict moderate growth for the next 20 years. Forecasts for North America are tied to energy costs and supply of oil and natural gas, whilst the establishment of a positive market demand relates to long-term Midstream growth. Our technical sales, support staff and engineering specialists communicate Score Valve Services value proposition across the board in doing business...the right way!

The high degree of integrity management and pipeline safety required at all Midstream companies

provide us with the opportunity of working with major companies including Williams/Transco, Spectra, Kinder Morgan, Enterprise, TCPL and Energy Transfer. To ensure their ongoing project development and to meet clients' requirements these companies are depending on Score's expertise and experience. The Houston Valve Actuation group is making entry with major E & C companies and it is also expected that there will be a positive OEM valve base to complement Bettis sales thus keeping the Score name at the forefront as valve opportunities arise. Both of these developments impact on the Midstream marketing and sales opportunity moving forward. The Houston Valve Actuation team is proud of the roles and responsibilities as we approach the Midstream sector from our position as a respected vendor within our growing customer base.

**Bill H. Humppi - Score Valve Services V.P. Business Development**



Flow Loop 3D Model

## Cowdenbeath Valve Flow Testing Facilities

**Score (Europe) Limited** now has a flow loop test facility based at its specialised testing facility in Cowdenbeath. The flow loop can subject all types of valves as well as other piping equipment to simulated service conditions. Test programmes can be developed to meet specific client needs or carried out to accepted industry standards.

### Flow Loop Capabilities

The design of the flow loop is based on the concept of the API 6AV1 Sand Slurry test standard for wellhead surface/underwater safety valves. Valves can be tested in either horizontal or vertical orientations.

The loop consists of two slurry pumps that can be connected in series or in parallel depending on the desired flow rates and pressures. The liquid, normally water or sand slurry with 2% sand volume is pumped around the loop, though other liquids or liquid-solid combination can be accommodated at special request. The conditions achievable within the loop are:

Pressure range – Up to 10,000 psi

Flow rates – Up to 340 m<sup>3</sup>/hour

Temperatures – Up to 70 °C

Solid content – Usually the pumps are pumping slurry with a sand content up to 2% in volume but can cope with a much higher solid content. The pumps can also cope with much larger solid particle sizes than sand.

The test cell (3.8m x 3.8m x 2.5m) is equipped with an overhead crane to aid test valve installation. Test cell pipework is custom made to fit the test valve in flow loop.

The loop also features a heat exchanger connected to a cooling tower; this can lower the temperature of the flow and enables us to keep the temperature constant.

Gas testing can also be carried out using nitrogen.

### Testing Capabilities

Various test procedures can be carried out using the flow loop test facility. Listed below are examples of standard tests:

- Sand slurry testing

- Wellhead SSV/USV valves can be tested in accordance to API specification 6AV1.
- Cv Testing  
Control Valves can be tested in accordance to test standard ANSI/ISA-75.02.01.
- Cyclic testing of valves  
Valves can be tested to a requested number of cycles.

### Acoustic testing of valves

In our soundproofed test cell, acoustic testing can be carried out for airborne and structural borne noise, flow-induced noise and actuator noise. Accelerometers are used to measure the vibrations of the test piece. Customised tests can also be accommodated on request.

This new flow test facility is an important addition to the services undertaken at Score (Europe) Cowdenbeath. It is anticipated that it will be in regular use for testing of valves for our clients in UK and worldwide.





# Score Energy Expands its Global Support Network

Score Energy Limited has been working in the Middle East for more than 10 years and continues to develop the relationships, opportunities and services offered in the region with regard to Industrial Aero-derivative Gas Turbines.

Demonstrating their commitment to further expansion in the Middle East, Score Energy signed an agreement in February with local Abu Dhabi company, Flame Source Oil & Gas Services. This agreement will allow Score to offer direct support to the Abu Dhabi oil & gas operating companies and to local gas turbine service providers.

The agreement was signed during a visit to the region from Score Group Chairman, Mr Charles Ritchie who

said, "We are very pleased to be working with Flame Source and look forward to a long and mutually beneficial relationship. Excellent customer service is our prime objective and we look forward to making our mark on the Abu Dhabi oil & gas market."

Pictured below with Charles Ritchie (2nd left) are, from the left, Mr Baraba, Mr Ahmed El Deghidy and Dr Mahmoud Al Farekh of Flame Source, and Mr Conrad Ritchie, Deputy Managing Director, Score (Europe) Limited.

Score Energy Limited offer a comprehensive service in relation to Industrial Aero-derivative Gas Turbines, ranging from fuel systems and accessories maintenance to

parts supply. Further information can be found at [www.score-energy.com](http://www.score-energy.com)

For further information regarding our global Gas Turbine Services please contact [energycustomersupport@score-group.com](mailto:energycustomersupport@score-group.com).



**Score Middle East**

Intelligent Valve and Gas Turbine Solutions™

[www.score-group.com](http://www.score-group.com)



## Score Energy – TB5000

Score Energy Limited has recently taken receipt of their first TB5000 engine (pictured) from TAQA. Score Energy Limited have been successful in being awarded a 3-year contract for the onshore and

offshore refurbishment and maintenance of 11 of TAQA's TB5 gas generators and power turbines on the Eider and North Cormorant platforms in the North Sea.







Score **Diagnostics Limited**  
Intelligent Valve Monitoring™  
[www.score-group.com](http://www.score-group.com)

Score **Diagnostics Limited** will be  
exhibiting at Plant and Asset  
Management 2014.

8th - 10th April 2014  
NEC, Birmingham

Stand Number  
P604



For more information contact:  
[customer.support@score-group.com](mailto:customer.support@score-group.com)  
[score-group.com/contact](http://score-group.com/contact)

## Ormen Lange V-MAP® Success Leads to Extension Order

Following the successful installation and operation of the V-MAP® system at the Gas Compression plant in Nyhamna, North Norway, site operators Shell have enjoyed the benefits of having valve condition monitoring systems in place to drive their preventive maintenance routines and interventions for almost six years.

The elimination of failure to operate on demand risks in the key / critical valves on this site has a specific relevance in the UK, since the plant delivers 23% of all the gas supplied annually to the UK.

The valves being constantly monitored are therefore the highest criticality valves - not just for Shell and Score - but also for the entire UK business and public communities. Maintaining an uninterrupted supply is essential and we are proud to assist in ensuring this can be achieved.

The installed V-MAP® System at Ormen Lange continuously monitors, alerts and reports on valve and actuator performance. It is a passive, non-intrusive monitoring system that responds to every valve operation, planned or unplanned, partial or full, and:

- Issues warning of performance deterioration before unacceptable levels are reached
- Eliminates the need for personnel / manual surveying at the valve's location
- Provides trending, benchmark comparison, reports, and audit records
- Provides analysis that will identify maintenance requirements and provide reliability data for confirmation of Safety Integrity Levels (SILs)
- Gives remote access availability for valve expert analysis

and support.

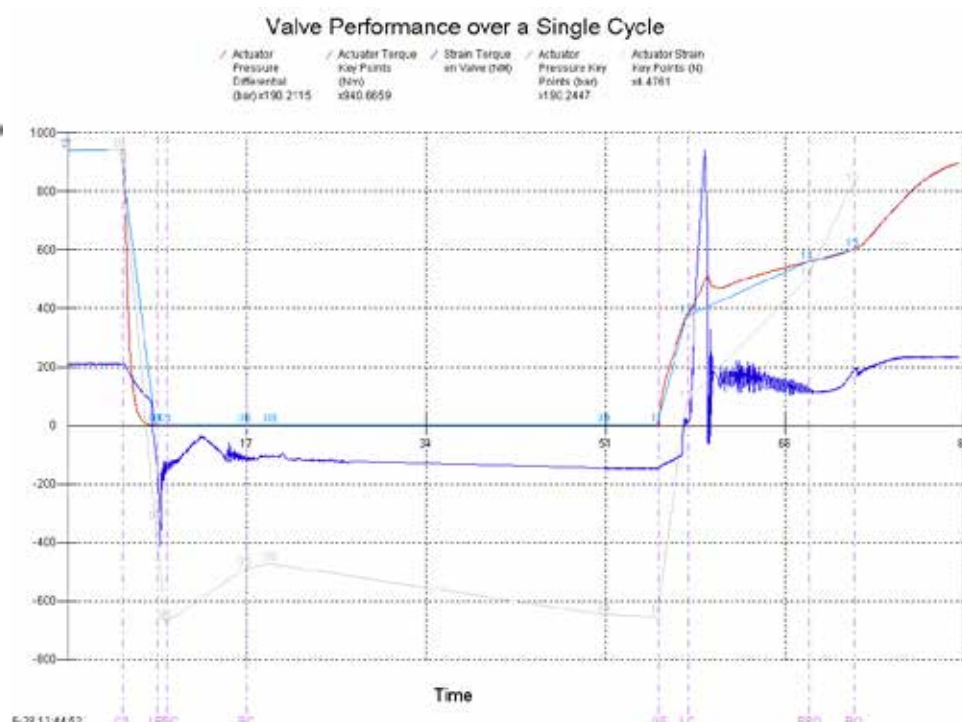
The success of this long-established system and its proven added value for stakeholders led to Shell inviting Score AS, supported by Score Diagnostics Limited, to bid for a 50% expansion to the existing installed system.

The resulting Score bid was accepted and in the second week of March 2014 Score AS received the formal purchase order from Shell.

The extended population of "most critical" valves at this site which are being monitored will make it the second largest population of valves being managed by any V-MAP® system to date and it is anticipated that the majority of the design, manufacturing and installation work will be completed in this financial year.



Score **Diagnostics Limited**  
Intelligent Valve Monitoring™  
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## Score Asia Opens in Vietnam



In March 2014, Geoff Miles the Managing Director of Score Asia and Mr. Nguyen Ngoc Truong the Director of PTSC (PetroVietnam Technical Services Corporation) Joint Operating Company jointly signed a memorandum of understanding (MOU) to work together to support the valve needs of Vietnam's upstream and downstream oil and gas industry. PTSC is a subsidiary of the Vietnam state-owned oil and gas company Petro Vietnam and employs over 550 people with its headquarters and workshops based in Vung Tau City which is south of the country's capital Hanoi.

In Vung Tau they have 3 large workshops where they carry out mechanical equipment repairs, electrical and instrumentation works, and piping fabrication. In the port of Vung Tao they also support the offshore shutdowns with a 300-person accommodation barge and a 5000-ton flat top barge which is

used for topsides and jacket project installations as well as pipe layout work.

Apart from their project construction work they currently have in place ongoing operations and maintenance agreements with Petro Vietnam, Petronas, Coo Long, KNOC and other overseas production sharing companies.

Their sister company, which is also a subsidiary of Petro Vietnam, operates as an EPCI company supporting the offshore project requirements for both the local and overseas markets, and they work closely with the shipyards in Korea and Singapore.

In August 2013 Score Asia and PTSC management were introduced to each other by a large Joint Venture operator in Vietnam who could see the operations and maintenance benefits for their own offshore assets that the partnership could produce. An initial scope was derived by Score Asia and PTSC which was presented to the respective boards who both approved to proceeding with a MOU. Score Asia has been supporting a customer in Vietnam for many years however without a strong local presence repairs of critical valves have needed to be shipped to other Score locations which considerably adds to the repair turnaround time and cost. This customer and the others interviewed prior to Score

Asia committing could all see large benefits for their companies under the partnership.

The MOU covers Vietnam initially with the option of expanding into the developing markets of Cambodia and Myanmar where Petro Vietnam has exploration blocks.

Putting together an acceptable MOU to both parties has been a drawn out process with many struggles along the way, and in order to keep building the momentum with the market many joint customer visits have been carried out. This included a marketing campaign on diagnostic services led by Dave Anderson of Score Diagnostics which was all new to the Vietnam oil and gas industry. As a result of the campaign and follow up meetings, the Petronas JV will lead the way with an offshore campaign commencing in April. Other marketing campaigns have included project valves sales and engineering support.

Following the MOU signing a kick-off meeting was held with the various PTSC Heads of Departments in which actions and deadlines were agreed on for the successful implementation in Vietnam.

**Geoff Miles - Score Asia  
Managing Director**





# New Hydraulic Department under way at SSWL

Score Subsea & Wellhead Limited (SSWL) is delighted to announce that since completion of the extension to their facility at Wellbank, Peterhead, on 14th January the development of their new hydraulic department is well under way, with work already progressing on hydraulic refurbishments and hose assembly. The department already has a team of more than 8 and this will continue to grow to support the needs of existing and new clients.

After several months of negotiations with Parker UK & Parker USA, we are now able to supply Parker Products and the Parker Hose Management System. Indeed, since 14th February, as the sole UK supplier of the Parker Tracking hose and equipment management system, SSWL is able to supply Parker products at a competitive rate to clients and to the Score Group of companies worldwide.

Advantages to clients and operators of the PTS system include:

- all hydraulic hose and other

equipment is identified by a unique code number and bar code.

- HSE issues and down time are kept to a minimum.

- hose maintenance records are kept up to date at all times and any failures are logged and acted upon.

- hose replacements can be supplied from 26 Parker locations worldwide.

A great deal of interest in the system has already been received, with a number of oil and gas installations being assessed for the PTS system to manage and supply all hydraulic hose requirements.

Other recent developments at SSWL include the following:

- Enquiries have been received for refurbishment of A-frames, HPUs and drilling deck equipment along with the supply of associated equipment. Contracts have been received for Man Power and for refurbishment of man-riding cranes, baskets and A-frames in addition to various supplies to platform supply

vessels and dive vessels.

- We are able to offer and install a range of Thruster monitoring equipment for on-line oil sampling and bearing /gearbox checking.

- Supply of a range of on-line exhaust monitoring equipment to meet the MARPOL regulations.

- The development of on-line sales web pages for all types of fitting and parts, with provision being made to feature products from all of the Score Group divisions.

- A pool of hire equipment is being created, including but not limited to, HPUs, hose reels, diver tools and various items of condition-monitoring equipment.

- On-going negotiations to increase our product range.

With our dedicated staff, fully fitted workshops and scope for further expansion, prospects for SSWL during 2014 and beyond, are bright. All enquiries to [SubseaSales@score-group.com](mailto:SubseaSales@score-group.com)





# Score Brisbane – Update

## Score Training Visit

During March the Score Training team visited Gladstone to provide a selection of training courses to all team members. The training was conducted by Toby Knight and David Watt over a two-week period during which the Gladstone team covered an extensive range of subjects including valve appreciation, QA Card, end connections, actuator, torqueing, PSV, ball valves, screw threads, control valve and pressure testing. The training was very well received by all employees. A special thank you must be given to both Toby and David for delivering all courses in a professional and timely manner.



Toby Training the Apprentices

## New Apprentice Intake

After the success of the 2013 pilot apprenticeship scheme, Score Brisbane decided to employ another intake of apprentices in 2014. After three intensive interview stages, fourteen budding apprentices were selected. The apprentices will now carry out a full year of off-the-job training at the Bundaberg TAFE College.

We would like to congratulate all of the apprentices on being selected to undertake their apprenticeship with Score Brisbane.



Photo of Score Brisbane First-Year apprentices at Bundaberg TAFE College, along with trainers Ross Walker (left) and Rex Webb-Pullman (right)

**Michael Stephen - Score Brisbane Operations Manager**



In April 2013 Jaclyn Lewczenko was presented with her Time Served paper by Conrad Ritchie Score Europe Deputy Managing Director. Also pictured is Keith Simpson Score Brisbane Director and John Hourston Score Brisbane Project Manager



**Congratulation to Hege Iren Brunvand for having completed and passed her exam in office and administrative skills, 16th January 2014**

# VITAL Reaches New High

It is close to a decade since VITAL (Virtual Intelligence for Training And Learning) became web based. Initially, a major drive was made by the then Score Europe Multimedia department to populate the system with training modules. After this initial push, the number of modules added has been in the region of 150-200 year on year. To date, there are 1,897 live modules on the system, with an additional 15-20 continually in production. The primary focus of modules developed is of course in the valve, gas turbine and accessory divisions, and relates to safety, quality and operation. However, we strive to develop other online training to include personal welfare, health (including mental health), lifestyle and furthering basic knowledge, as well as standard company information and processes.

Score Group employees have now completed a total of 1,221,360 modules, and everyone who has enabled us to reach this impressive tally should be thanked. Special thanks to those of you who have personally completed more than 1000 modules.

## Top 100 Modules

The most popular modules are in the categories of health and safety, including PPE, workshop and office safety, safety glasses, manual handling and fire evacuation. However, the hand Injuries module MTM-072, although one of the older modules on the system does not rate in the top 100 modules completed. This is a disappointing statistic. We must all play our part in reducing the number of hand injuries in the company, and completing this module is certainly a good start. Most other positions in the top 100 include HR, environmental and, of course, safety bulletins. General valves and competency also rate highly.

Total Modules in VITAL Skills all Users

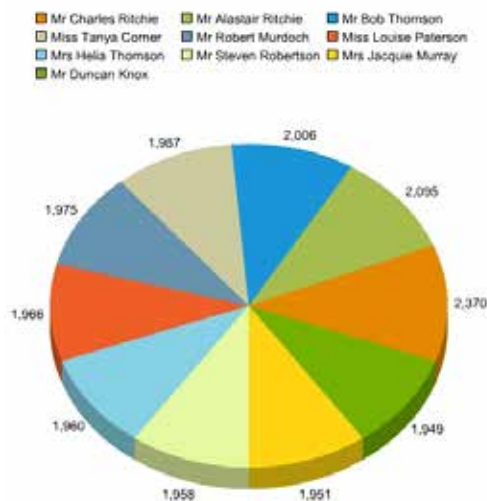
Total Essential :	381598
Essential Completed :	221875
Essential Remaining :	159723
Total Desirable :	2984286
Desirable Completed :	443756
Desirable Remaining :	2540530



## Top Performers

No prizes for guessing who is our overall Number 1 top VITAL performer. Score Group Chairman Charles Ritchie is well ahead with close on 2,400 modules completed. Alistair Ritchie and Bob Thomson are the only two others who have broken the 2,000 mark. Seven others of the top ten performers have each completed in excess of 1,900 modules. Very well done to all. We encourage everyone to use their allocated VITAL training time. All it takes is a few modules to be completed every week and you could be up there with the top performers. Who's up for the challenge?

Top 10 VITAL Players All Modules Passed



## Year-end Completions

Over the last three years there has been an average of 187,996 modules sat per year. This year is currently on track to show the highest number of module completions for any year, with the total so far sitting at 128,294. If we were to simply repeat last year's completions from here on to the end of September, we would be in excess of 220,000 modules for the year. Also, if we all targeted our uncompleted essential modules, this would give us an additional 159,723 modules. With a total of 2,540,530 uncompleted desirable modules, there's still plenty of opportunity for targets to be reached.

So what does this all mean? Are we simply playing a game of numbers with a system that has been developed to give us something to do during quiet spells? The answer is an emphatic 'NO'. VITAL was originally conceived and designed to collate as much information and knowledge held within the Group, for the benefit of all within the Group. Therefore, the aim is not simply the preservation of knowledge, but rather the sharing of it. It is a personal development tool which is free to all Score Group employees. It is unique and unchallenged by any other engineering company in the world concerned with the training and wellbeing of its employees.

Whether it is used for core competency, personnel development, basic engineering principals, or company notability, we encourage all to use the system for your own benefit and for the benefit of the company.

Total Modules Accessed 2013/2014



## The Future

The chairman would like to draw the following to your attention, "VITAL performance greatly assists our competency system. The level of competency which each team member possesses will bear a direct relationship to the monetary rewards given to that team member. Please do not give the company the opportunity to limit your monetary rewards."

Where do we go next? In the short term, our individual VITAL modules are being constantly reviewed and where possible enhanced. The system itself will undergo small changes from time to time, some more notable than others. In time it is planned that the system will run on multiple operating systems and with increasing band width will allow greater flexibility in the use of video and other forms of interactive multimedia to be incorporated. Other, more long-term, plans are also in the research and development phase at the moment.

The system will remain as a major part of the Score organisation, contributing towards training and development of employees, in addition to being used, along with other tools, as an indicator for merit awards and salary increases. Consequently, we are expecting the yearly module completion figure to increase steadily each year to 200,000 and beyond. This will only happen however with the collaboration and endeavour of its users. We thank you in advance for your support in achieving these figures.

Finally, we remind everyone that any suggestions for modules, be they work related or for personal awareness, be emailed to [vital.wish@score-group.com](mailto:vital.wish@score-group.com).

## Flying High With Vital

Most of us work through our VITAL Score Training modules with our feet firmly on the ground.

However, on 4th March, while on a US Airlines flight to Houston, Bob Thomson, Score (Europe) IT Manager logged into, and completed, a VITAL training module while at 30,000 feet. So, just like the old television advert "Anytime, Anyplace, Anywhere!"

## New Score Induction Video

A new Score Visitors Induction video has been released today (1st April). The video covers all applicable aspects of HS&E for clients visiting any of Score's Peterhead sites and replaces the previous VITAL-based inductions. The video, created by Score Training with assistance and direction from Score Europe's HSE Team, delivers a professional first impression of the company to our visitors with a more dynamic and energising look and feel. The video can now be viewed at all Score Peterhead visitor induction rooms.



## Score Europe (Ipswich) On The Move

The Score Europe (Ipswich) office relocated at the end of January this year. The new office is based in Stowmarket Business Centre on the outskirts of the small market town of Stowmarket, 10 miles to the north-west of Ipswich along the A14. The move was precipitated by the end of the lease at our old Ipswich office and the need for accommodation more suited to our future needs. An additional "green" advantage in the new location is a reduction of over a quarter in the car miles required to travel to the office, as well as its smaller footprint.

The impending move provided the incentive and opportunity to rationalise the paper files and legacy of data built-up during 20 years of engineering operations based in successive offices in Colchester and Great Bentley, as well as Ipswich. Much went for recycling or for shredding... the lesson here is to keep only what you really need! A major part of this rationalisation was the move of the Domgas actuator data store to Peterhead. It is now based with the Valve Automation Team there, under the supervision of Simon Turner, although Len Bates is still consulted regularly.

The negotiations and finalisation of the new lease were ably performed out by Joanna Dunbar within the demands of the tight schedule. The move was carried out by the same local removal company that had moved us on the last two occasions and despite wet weather on the day, everything progressed smoothly. Our IT systems were up and running within the day due to the efficient planning and preparation carried out by Kevin McLean who operated between Ipswich and Stowmarket before, during and after the move. Many thanks to both Joanna and Kevin.

Finally, if any of you find yourselves in this part of East Anglia, please drop in for a cuppa!



**Len Bates (on left) and Mike Billington outside the entrance to the Stowmarket Business Centre**



**New offices**

**Andrew Pearson -  
Trainee Patent Attorney**

## Score Participate in AUG-MUG Conference & Exhibition

Score Atlanta Inc, with assistance from Score Diagnostics Ltd, participated in the annual Nuclear Valve Users' Group conference and exhibition in Jacksonville, Florida on January 13th-17th. This was the 26th consecutive annual conference and exhibition and a welcome return to Florida after 4 years in San Antonio. Encouragingly, attendances by both vendors and nuclear utility representatives were at near record levels.

For the Score Group of companies it was their 6th consecutive year of attendance at this prestigious event. A large number of current MIDAS Meter customers from around the nuclear industry visited the Score booth to recount their many successes with our MIDAS Meter over the past year. Indeed, at one plant a specific individual is to receive an innovation award for the impact he has had on plant performance thanks to the MIDAS Meter. At another plant the user claimed to

save \$250,000 every time he used it. Other examples were given where engineers were able to locate and repair or replace a leaking valve very quickly, thereby completing maintenance and returning the plant to operation within schedule.

Stan Hale and Dave Anderson conducted a workshop on control valve leakage that proved to be eye-opening for some 45 workshop participants. Those who work with control valves on a regular basis know and understand that they are prone to leakage, but few realize how simple activities such as a minor packing adjustment can easily induce leakage. As usual, many demonstrations were performed in the exhibition hall and interest remains high. Based on feedback received during demonstrations the nuclear customer base will continue to grow during the rest of this year.



**Stan Hale - Score Atlanta Managing Director**



# Brighouse News

During National Apprenticeship Week (3rd – 8th March) Kirklees College, Huddersfield, celebrated the impact which apprenticeships have on individuals, businesses and the economy. Six short films were released throughout the week on the college's website, You Tube and Facebook sites featuring apprentices and employers who give their own accounts of the college's Apprenticeship programme.

The college currently trains over 1,500 apprentices. Business administration apprentice, Hannah Smith (21), who works at Score Europe Limited in Brighouse is featured in one of the films.

Hannah said, "I tried A-Levels at college, but they weren't for me. A-Levels give you the education, but Apprenticeships give you education and experience, which is important."



Hannah Sykes pictured with Hannah Smith



Score **(Europe) Limited**  
Intelligent Valve Management™  
www.score-europe.com

## Graduate Recruitment Event

Aberdeen Music Hall

23rd April 2014

For more information contact our HR Department on +44 (0) 1779 482217

## Apprentices Visit Score Departments

On 11th March Score arranged for the July 2013 intake of apprentices at the Training Centre to have a conducted tour of Score sites in Peterhead. The aim was to provide all new engineering apprentices with the opportunity to see at first-hand some of the work undertaken in different departments, and to appreciate how each team contributes to the achievements of Score Group as a whole.

The tours, organised by Apprentice Co-ordinator Fiona Johnston and Deputy Co-ordinator Carol-Ann Westland, were led by 5 senior apprentices and the group of 36 apprentices was split accordingly. The first stop was at the Glenugie site where PSV, CRL, NDT, Maintenance, Valve Automation, Large Valve, Valve Repair, Sales Workshop, Sales, Drawing Office were all visited. Team leaders from each department were on hand and it was

obvious from the nature of the questions asked and the depth of discussion generated that the apprentices were interested and impressed by what they were seeing.

The tour then proceeded to Score Energy at Wellbank, where it was met by 4 senior apprentices. All departments within NIK, Turbines, Woodward were visited, where team leaders provided in-depth information on activities and on-going projects within their own departments. Once again a lot of interest was generated and many questions were asked by the enthusiastic apprentices.

After lunch, equally productive visits were paid to Subsea, Machine Shop and to Marine, where the final tour ended at 4.15pm.

The overwhelming conclusion, obtained from feedback the following day, was that

all visits were hugely successful and that they provided a valuable insight into the training and work opportunities on offer at Score. It was also very encouraging to hear that many of the apprentices remarked that what they had seen on the tours had made them even more determined to finish the course at the Training Centre, so that they could then move on to experience the practical work opportunities within Score.

Thanks must be paid to Fiona Johnston, Carol-Ann Westland, departmental team leaders, tour guides and all others who helped contribute to the success of this new venture. It is now planned to arrange such visits twice yearly to correspond with each intake of new apprentices.



Machine Shop



Score Energy Test Cell

## **Score Apprentice Lecture 14th February**

In attendance at a Score Group apprentice lecture on 14th February were all Peterhead-based Score apprentices currently in years 1-4 of their training program. Conrad Ritchie (Deputy MD of Score Europe) opened proceedings by welcoming to their first apprentice lecture 28 apprentices of the January 2014 intake, explaining how the lectures are used for communication and sometimes as a forum for discussion.

The lecture began by introducing the topic of loyalty. Conrad spoke of how the company is increasingly encountering situations where employees who have left for other employment are requesting to return after a short time. He was joined on stage by a member of the apprentice pool who spoke about his experience of quitting the company and his training program at an early stage, only to regret his mistake and request a return to his Score apprenticeship. On this occasion, the ex-apprentice was keen to tell his story to his colleagues to enlighten them of the excellent training opportunities available in Score compared with elsewhere. Indeed, it was a condition of the company agreeing to his return that he tell his story. The apprentice highlighted his experience of how some companies are eager to entice apprentices from their current employer as a short-term fix and with no

intention of supporting their continuing development. Conrad brought this part of the lecture to a close by emphasising that poaching of apprentices is the mark of an unscrupulous employer. It must also be emphasised that, unlike in this particular case, Score cannot provide a safety net for every apprentice who chooses to leave only to regret it later.

The subject then turned to workplace safety and Leighton Willox (MD of Score Training) presented lessons learned from recent incidents, including the use and maintenance of personal protective equipment. The audience was shown two of Score's 'Be Safe' videos which feature Dick the Dummy being injured in workplace accidents. Both videos highlighted hand safety and the injuries which can be caused by an uncontrolled spring energy release. Leighton reinforced the messages of these videos, and in particular the need to follow procedure carefully when working with energised springs.

Attention then turned to the current dangerous fad known as Nekominations and the apprentices were shown a video with some cautionary information for anyone considering taking part in such activities. The discussion highlighted the idiocy of anyone drinking vast volumes of alcohol in a short space of time, or worse

still, mixing alcohol with substances such as WD40 or engine oil. The message for all is that you can have a good time without drinking any toxic substance, and that there is no shame in opting out of a 'Nekomination'.

The session was drawn to a close with a discussion of some administration issues related to apprenticeships. The discussion was led by Fiona Johnston (Apprentice Co-ordinator for Score Europe) and focused particularly on the recent college merger to create the North East Scotland College, and the associated present and future impact on local students.

Finally, Conrad Ritchie added that a new initiative will soon begin for all first-year Score apprentices. While still at the training centre, they will be given a full workshop tour of the Peterhead facilities and Score companies. The aim is to give all new apprentices a better understanding of the company and also of the opportunities available and the training provided as they progress in their apprenticeships.

Conrad ended by thanking all for their attendance and participation, and wished all prospective Casanovas and Aphrodites the best of luck on Valentines Day!

## **Score Inspires the Next Generation**

The North East of Scotland has a proud tradition of producing talented engineers, a tradition which Score Group plc is committed to continuing through the next generation and beyond.

As part of this on-going commitment, Score recently organised and hosted a series of engineering fun days for local secondary schools at the company's Wellbank site in Peterhead. The events in January and February saw more than 100 second-year pupils from Peterhead, Fraserburgh and Mintlaw Academies undertake the challenges.

The engineering fun days featured challenges designed to test engineering knowledge, eye/hand coordination, teamwork, communication and problem-solving abilities. Throughout each challenge, the pupils were given guidance and encouragement from Score personnel, many of whom are heavily involved in the company's award winning engineering apprenticeship programme. The pupils gave maximum effort and thoroughly enjoyed their experience, even giving their teachers a run for their money on the engineering aptitude test. Everyone involved in hosting the events was in no doubt that they had witnessed some of the engineering stars of the future in action.

Score actively promotes engineering apprenticeships and is



always eager to inspire girls and boys of all academic abilities to pursue a career in engineering. The company's close links with local primary and secondary schools play a vital part in introducing children to the opportunities offered by engineering careers.





On the 6th of February 2014, 12 of Score Group's HGV drivers from across the UK participated in a CPC training course, held at Wellbank Peterhead.

## A Busy Month of Careers Events for Score

North-East Scotland College hosted its annual Oil & Gas Event on the 4th February at its Fraserburgh campus. Over 800 people attended during the evening including many school leavers who were interested in getting information on Score's highly regarded Modern Apprenticeship scheme. The event as always was attended by all the major companies from the North East of Scotland interested in drawing on local talented people. Score Group has for many years been a major part of the show, and once again was prominent at the event. The Score stand and display was soon crowded with members of the public, intent on finding out about the company, our engineering apprenticeship scheme with its excellent training opportunities, and exciting career prospects. The interest spanned both valve and turbine engineering, as well as many other disciplines which Score now offer in engineering and administration.

We also attended a careers event, primarily for Lochgelly High School, and held at a local primary school in the Fife town. Alongside more than 30 other companies and organisations including Skills Development Scotland, Shell, the Armed Forces and universities, our team from Score Europe in Cowdenbeath enjoyed a very busy day speaking to the pupils and other young people. It was encouraging to hear that quite a few students, both boys and girls, from Lochgelly High School had already decided to apply to join Score's engineering apprenticeship programme. All in all, a very productive day. On 12th February Score participated at the Mintlaw Academy careers fair. This event was very well attended, both during the day and into early evening, allowing students and their parents the opportunity to find out more about Score apprenticeships. Also, on 4th March, Peterhead Academy held their annual career event for pupils

of S3 – S6. Many local companies, including Score, attended and were able to advise the youngsters regarding their career aspirations. As in previous years, our Modern Apprenticeship Scheme stimulated a lot of interest, notably among those pupils who had recently completed a week of work experience with us. Score Group maintains a close tie with local schools and colleges in an effort to ensure that students can make the best informed choice regarding their future career. With the summer 2014 apprentice intake fast approaching, this type of event is an excellent opportunity for students and Score to connect, thus providing the students with information, in addition to highlighting the opportunities available through Score apprenticeships. If you would like to find out more information, contact [applications@score-group.com](mailto:applications@score-group.com) or visit [score-group.com/careers](http://score-group.com/careers).





## Employee Profile – Scott Jones

This young man is equally at ease reciting Chaucer as he is at reading API STD 598 “Valve Inspection and Testing”. His name is Scott Jones, a valve and actuation test technician for Score Valve Services in Houston, Texas. Scott is an English major who graduated from the University of Houston in 2010 after working to pay his way through school by building valves and automation for local companies. Since joining Score, he has learned and performed cryogenic testing, high pressure gas testing, hydrostatic seat & shell testing, and function testing of various types of manual

and automated valves. Scott has also performed valve dis-assembly, re-assembly, and failure analysis. His training has been supplemented via a combination of “VITAL” modules as well as from the highly experienced manager of the Score Houston testing facility. When not reading English literature or testing valves, Scott is known to ride his mountain bike, study philosophy, or build computers. We are literally fortunate to have this valve technician working in the Score-Group family. We wish Good Luck to Scott in his career with Score.

## Employee Profile – John Pirozzolo

What do American College Baseball and Score Valve Services have in common? The answer is found in a young salesman named John Pirozzolo who hails from Houston Texas. As a University of Houston “Cougar” playing in their Division-1 NCAA baseball team, John learned about teamwork and a will to win, both useful traits in the Houston Valve Automation Center.

John calls on a diverse base of customers in all facets of the valve automation business and utilises numerous relationships with key players (baseball jargon) in the valve industry from engineering contractors to end-users. He is focused on chasing EPC projects, while establishing business development throughout the gamut of companies in the Houston area.

Before coming to Score, John held a similar role in outside sales at another Houston valve automation company. At that time he was focused on in-plant sales related to customer sales and service of an MRO valve contract with ExxonMobil. He worked at the Baytown Texas facility

with individual divisions within the Exxon plant. John was exposed there to a wide array of valve applications, as well as learning about the role that valves play in the overall safety of a plant. In addition to the outside sales responsibilities, John spearheaded a side project to establish a fully functional field service team with the purpose of servicing actuators in Exxon facilities around the country.

John began his valve career as a field service coordinator specializing in Limitorque electric motor operators. He was able to gather valuable knowledge about the industry through hands-on training with the field service technicians both in the field and in the repair shop. Through this role, he gained a valuable perspective on the various types of actuators and the issues that arise in the field.

John graduated from the University of Houston with a degree in Corporate Communication and when he isn't working enjoys spending time with his wife and 3 year-old daughter. He is also an avid golfer and enjoys playing competitive slow-pitch softball.

## Norman gets a New Set of Wheels

After 8 years and 500,000 kilometres with its DAF CF 250hp truck, Score (Europe) Limited recently took delivery of a new workhorse for undertaking the vast number of journeys required of it, mainly around Peterhead, Aberdeen and other sites in Northeast Scotland.

The new vehicle is a British-built DAF LF 310hp Euro 6 with the bed manufactured

at Netherley, Aberdeenshire. The principal driver will be long-serving and dedicated Score employee Norman Buchan, who over the years has exemplified all the Score values of ‘Success, Commitment, Ownership, Respect and Excellence’. Here's to Norman enjoying many more miles of trucking for Score Europe with his new set of wheels!



Norman with his new truck