

What's the Score?

October 2010 Edition



Innovative New Product Launched

Following an intensive and challenging development programme, involving many of our most experienced technical team members, the new Score MIDAS Meter™ was officially launched during ONS week in Stavanger at the end of August 2010.

The product development team, headed up by Mike Billington and Stan Hale have gone all the way back to first principles to engineer a unique new valve leak detection and measurement tool. The team is comprised principally of Kris McMullan on the software development and Ronald Simpson, Jamie Buchan and Mathew Forman on the engineering, manufacturing and testing of the MIDAS Meter™ Handset. The team have been ably assisted by many others not mentioned here both within Score and at key sub-contractors. Charles Ritchie has played a major role in guiding the development of the MIDAS Meter™ since its inception and is actively promoting the product worldwide. The next steps are the gearing up production and obtaining all the necessary world wide certifications and approvals.

We have high expectations for this new device, which we believe will deliver a step-change in the leak detection and measurement market. The potential customers that we have demonstrated it to so far appear to be as excited as we are about its prospective value to all. The MIDAS Meter™ will be promoted world wide by all Group Companies with the marketing coordinated by Dave Anderson.

We wish the MIDAS Meter™ Development Team every success in their quest to maximise their returns from all their efforts to date.

Further details on MIDAS Meter™ can be found at :-
• in our on-line brochure at :
<http://static.score-group.com/pdf/flyer/midas-meter.pdf>
• on our website at :
<http://score-group.com/media/news/midas-meter/>
• or by contacting the development team at :
midas.meter@score-group.com

Extract from our brochure :-

It is known that LEAKING VALVES represent a MAJOR SAFETY RISK and are a MAJOR SOURCE OF LOST PROFITS

Find leaking valves with Midas Meter™ long before detection by conventional methods or instrumentation. Avoid product losses to the flare and fugitive emissions, confidently prepare for maintenance outages and avoid excessive valve damage due to prolonged leakage.

Score Group companies have employed acoustic emission technology to find leaking valves for oil & gas customers around the globe for the past 15 years. Midas Meter™ employs Score developed signal processing & electronics, Score proprietary leakage algorithms and a Score proprietary Acoustic Emission sensor. Midas Meter™ was developed and is manufactured by Score Group ISO 9001:2008 certified companies.



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ONS 2010

August is exhibition time, and on Tuesday 24th August 2010 it was time again for ONS.

This is the major European oil-exhibition which is held every year in Stavanger.

Score A/S did not exhibit during the last ONS in 2008, but this year we took a new and different approach. We chartered a yacht, and positioned ourselves central in the harbour at Stavanger.

This is not an uncommon approach for the ONS



show, and the harbour in Stavanger was full of boats and yachts of various shapes and sizes – but we had the best and most noticeable yacht of them all – and also the best location! This year Score exhibited in a welcoming, informal and stress free zone onboard our special chartered yacht in the harbour of Stavanger.

For the ONS we also had the release of the latest and greatest Score invention: The Midas Meter!!!!

We had flyers, presentations and the very first produced Midas Meter to show, and for our visitors to play with. The response on the Midas Meter from our clients and potential customers was excellent.



Invitations were sent out to our clients and friends, well in advance of the event. The days were used for various meetings, and of course visiting the exhibition centre. From 19:00Hrs, we had our specially invited guests coming to see us.

We also had arranged for some very special entertainment for the Tuesday and Wednesday evening – having engaged some local young talent, discovered by coincidence during Midsummer Night meal and bonfire at the local Viste Strand Hotel at Randaberg (where Score A/S is located). These young boys were extremely talented and positive, and were therefore approached by representatives from Score A/S management – and later hired for our special event during ONS.

The talented young boys were named the 'Midnight Madness' by our Chairman, and they delivered first class entertainment to both the Score Team and our guests.



Our yacht would then during the evening, become the centre of interest for many people in the Stavanger harbour – and those who were invited, would come onboard and see us for the length of time of their own choice.

All in all we had a very successful ONS week. We were able to meet many Score friends from all over the world, as well as our local friends and clients. Some positive meetings, conversations, pleasant chat and good promotion of both our latest released technology in respect of the Midas Meter, as well as presenting our traditional business with valve management, supply, repair, storage/stock and monitoring (V-map).

A special thank you from the Score A/S team, to everyone involved making this exhibition a great success.

Score Trinidad & Tobago News

Atlantic LNG Exhibition

Atlantic LNG is the sole producer of liquefied natural gas in Trinidad and Tobago. Being the largest company in the oil and gas industry, Atlantic LNG needs to ensure that proper health and safety regulations are enforced throughout the organization. There are a number of service providers working alongside Atlantic LNG, who would like to ensure that the company is oriented in the health and safety aspect of industrial life. As working in the oil and gas industry, there are many risks, especially life endangering situations and jobs that need to be treated with caution and a level of maturity. In doing so this can provide a safe environment to work in and the preservation of life.



Lochan Bridglal Business Development Manager

Atlantic LNG held an exposition with all of their service providers and were given the opportunity to learn and share amongst each other. Some of the information that was shared were examples of safe work practices, methods of unsafe work or conditions, mechanism for awarding safe work, methods of incident investigations, lessons learned procedures and how these lessons are disseminated within the organization. Score Valves Trinidad and Tobago Ltd was one of the recognized companies that were part of the tradeshow which was held on Thursday 15th July at the Para Suites Hotel. The theme for the event was "Safe work practices..... a sharing." This event was opened by Chairpersons Dawn Hackett and Henley Harewood. The main focus of that event was to bring awareness of the service providers' health and safety procedures. The tradeshow was successful and not only were there local attendants but also foreign attendants, who were keen to learn the latest development in health and safety procedures in the modern industry.



Atlanta ALNG Booth - HSE Department

SPE Exhibition

The Society of Petroleum Engineers (SPE) Inc. is an international technical/professional organization dedicated to the advancement of technology associated with the recovery of energy resources. The mission of this organization is to collect, disseminate and exchange technical knowledge concerning the exploration, development and production of oil and gas resources and related technologies for the public's benefit and to provide opportunities for professionals to enhance their technical and professional competence.



The local body of SPE assists in accomplishing the organization's mission by the hosting of conferences, workshops and exhibitions. Score Valves TT was a foremost participant at one such three day exhibition hosted by the Society of Petroleum Engineers of Trinidad and Tobago. The exhibition which was officially opened by the Honourable Minister of Energy Resources, Mrs. Carolyn Seepersad Bachan was held at the Trinidad Hyatt from June 27th – 30th. Its main focus was that of Energy Resources Beyond 2010 with an emphasis on bringing together professionals in the petroleum sector to achieve further development of the industry.

There was high praise from the industry's participants and locals as well as foreign attendees regarding the dissemination of technical information and the exhibition of the latest technology in product and services in the local energy sector.



Score Eastern Canada Exhibits

Score (Eastern Canada) Ltd exhibited at the Atlantic Canada Petroleum Show in St John's, Newfoundland recently with Andrew Stephen, Melissa Squires, Neil McLaren and Gilbert Whyte manning the stand over the 2 days of the show. This allowed Score Eastern Canada to cement existing relationships in the area and develop new ones. One such new relationship led to the DEFSEC (Defense and Security) Atlantic show held in Halifax, Nova Scotia in September. Here Gilbert Whyte, Operations Manager for Score Eastern Canada's new operation based in Halifax attended the three day event which helped promote our capabilities in supporting the Canadian Navy.

The DEFSEC show was a first for Eastern Canada and was a great success with new contacts and opportunities arising from both a Naval and Shipbuilding perspective.



Gilbert Whyte manning the Score Eastern Canada Stand

Hycrome Success

Congratulations to Christopher Wilkinson who has completed his HNC. Chris has been in the engineering department now for two and a half years. He started off helping to produce stage drawings and edit existing drawings. He now produces full job plannings including methodology, drawings, tool designs and complex 3D models. One of Chris's specialities is producing photo realistic images of the parts produced for company literature and customer documents. He has recently written and implemented a full training course for the CMM. Chris always has a good attitude to his work and his colleagues. He is still keen to learn and plans in the following year not only to undertake his HND but to enrol in an advanced programming course for the CMM so that Hycrome can get the full benefit of the machine and also take a CAM/CNC programming course utilising Hycrome CAD CAM System. Chris is keen to work with problems both on the shop floor and help subcontractors with design and manufacturing issues striking up a good rapport with both.



Stephen Kelly and Chris

Brazilian Delegation Visits Score Group Headquarters

A delegation of forty from Rio Grande do Sul including Petrobras visited Score Group on the 30th June. The visit was organised through Scottish Development International (SDI) and Aberdeen City Council. The delegation was in the UK from 26th June through to 6th July on an Oil and Gas North Sea Trade Mission visiting various companies, organisations and institutions. The visit to Score lasted nearly two hours at the Wellbank, Score Energy site.

After initial introductions Richard Sadler gave a short presentation on the Score Organisation. His well rehearsed welcome in their native language went down extremely well and was greeted by applause, and once he concluded the presentation he answered a few questions posed by the delegation. Following this, the group was taken on a short tour of the Energy facility and treated to a demonstration of an engine test at the GLEn Test Cell.

They were then treated to a buffet lunch giving further time for questions to be answered by Score personnel. They were given literature on the organisation before leaving, but not before they expressed their thanks for Score's hospitality giving them a greater appreciation and realising possible future opportunities.

Rio Grande do Sul is the southern most state in the country of Brazil bordered by Uruguay, Argentina and the Atlantic Ocean and has a population of over 10 Million residents. Over 80% of its economy is in the industrial and service sectors.

Two State Secretaries, two Mayors, and a journalist were part of the delegation that visited us as well as Professors, Executives, Directors and Managers from various high profile companies. The companies from the business world included Aspro (worldwide compressed natural gas equipment leaders), Coester (manufacturer of electric actuators, gearboxes etc), Fockink Group (production and installation of electrical equipment in major industry), Atlas (industrial automation including in the oil and gas and energy sectors), as well as Micromazza Ltd, Weco, and many more. Of these, one of the most prominent was the Equipment and Logistics representative from Petrobras which is the Brazilian leader in the oil industry and has a presence in 28 countries and foresees investments of around \$174 billion by 2013.

Mission Oil and Gas North is part of the Support Project of International Small and Medium Enterprises, funded jointly by Brazil and the European Union.



Tour of Wellbank

Control Valve Developments

In early July, two STAMP website developers visited our Brighthouse facility to develop a mini-website to help market our control valve services. They spent a week constructing and developing the website with the assistance of our control valve engineers. The project was a great success and the website controlvalves.score-group.com went live the following week. The contact section is currently being upgraded and will soon include a facility whereby our customers can submit a detailed enquiry including process conditions. Our thanks go to Donald and Kevin from STAMP for their hard work and creativity.



Well underway is the development and construction of control valve instrumentation and diagnostic analysis training courses. The control valve instrumentation training covers the application of commonly used pneumatic devices including; actuators, positioners, volume boosters, lock-up valves, solenoid valves, limit switches and proximity sensors. The diagnostic training involves instruction on how to set-up and use the V-Scan diagnostic equipment followed by analysis and interpretation of the results graphs and data. Training is about to commence in Brighthouse and when complete will be rolled out to all other locations as required.

Hycrome News



Environmental News

As part of our ISO14001 accreditation, the IMS team at Hycrome was subjected to an Environmental Audit by Lloyds which took place in July of this year.

A site tour of the factory was conducted by Andrew Bailey, which included changes to the plating area, the moving of the wax/de-wax tanks, the re-siting of one of the paint spray booths and the enclosing of one paint spray booth. The effluent treatment plant and the boiler house were also included on the tour and the auditor was very complimentary on the excellent housekeeping and the control of processes that was demonstrated throughout.

Jill Brown then reviewed the systems with the auditor and again, the auditor was very pleased with the system we have in place and the continual improvements that have been made. This was demonstrated through a number of items now added to IMS, with hyperlinking of key documents in the system found to be a positive aspect of the system and document control. This resulted in Hycrome successfully achieving re-certification with no major non-conformities to record.

We have also benefitted from a Groundwork energy survey, with a view to considering the possibility of finding some energy savings. The report was received mid August 2010, and a number of possibilities are being considered.

Napcap Re-accreditation

Chemical Process
Achieved re-
accreditation with
improvement on last year
and now the objective is to
achieve merit status.
Surface enhancement (Shot
Peen) has achieved merit
status.
Merit status means we have a
reduction on audit frequency.
Instead of annually the
audit frequency is an 18
month period and this is a
significant cost saving. Next
audit is NDT at the end of the
year.

Score AS Under Expansion

The following edited article was printed in the Helgelands Blad newspaper on 17th August 2010

Scottish Score Group of Companies had the choice between having their new business start-up in Kristiansund or Sandnessjøen. They decided on Sandnessjøen. Now all they need is contracts with the oil companies.

Score AS bought a site on Sandnes from HIAS for NOK three million.

In a letter to the municipality of Alstahaug, Score AS applies for exemption from the maximum construction height of eight meters, and the letter states that they plan to build a service facility in Øyvind Lambes Vei. The site, which is approximately six or seven acres, is located north of Brønnøy Blikk's facility across Sandnessjøen Verkstedesenter, along the road to Horvnes.

"We consider the start-up in Sandnessjøen to be an exciting and challenging task which will have major effects locally and regionally. Strategically, this is an important choice for us", it says in the letter.

We think that we, as one of the major market participants in Norway in valve maintenance and supply, with our international anchorage and portfolio, have much to offer Sandnessjøen and the surrounding areas. We bring technology, ripple effects to the local community, jobs and synergy from other parts of the company, says Scores Works Director Knut-Leif Forland to Helgelands Blad.

"It was obvious that the choice was between Kristiansund and Sandnessjøen", it is said in the letter, which refers to previous meetings with the municipality of Alstahaug's planning committee.

According to the letter, the choice fell on Sandnessjøen as local businesses and the municipality in general seemed positive to the plan.

Sandnessjøen goes well with our conscious strategy of being a global company with a strong local anchoring. This is also the case with our department on Randaberg outside of Stavanger, and other locations where we operate from internationally.

Score AS is planning to hire 15-20 skilled workers in Sandnessjøen. The company will take on an active role in the vocational courses in the local schools, and are considering "recruiting directly from the classroom" says the letter.

Training and developing skilled workers is an important part of the company's global profile. This is of great importance to the company, as we are making long-term plans and are here to stay.

The facility Score is planning for in Sandnessjøen needs a 12 meter high ceiling, because the business of performing maintenance on valves, sub-sea equipment and turbines requires much lifting height in the workshop, according to the letter dated July 30 2010.



Score AS in Randaberg outside of Stavanger is a Norwegian subsidiary company of the Score Group of Companies, with head office in Peterhead in Scotland. Score AS, the Norwegian branch of the company employs 60 people in the Stavanger region. In their annual report for 2009, Score states that they expect to provide the Norwegian offshore market with new possibilities with their own specialised products for the oil and gas industries.

Score AS has made an agreement with the corporate merger Helgeland V&M in Sandnessjøen led by Olav Botn, about "supplying services that do not enter into the core business of Score AS, to strengthen our position locally, nationally and internationally", it says in the letter.

Forland underlines to Helgelands Blad that the start-up in Sandnessjøen depended on the fact that they would gain work for example on Skarv, and that the work amount is important in order to establish a solid department with continuity.

Helgeland V&M has over time worked together with Aker Solutions to achieve the position of bidding on maintenance contracts related to the Skarv area. The contracts are being distributed later this autumn.

We envision working outside the region and maybe even in other countries, through our cooperation with Score, says Olav Botn.

Like Ossnor in Kristiansund told Helgelands Blad last week, the service market participants are dependent on a certain amount of work from the oil companies before they can enter into large financial investments in Sandnessjøen. Score has been working on the start-up in Sandnessjøen for about a year.

Skarv is a milestone and a fantastic opportunity for achieving safe and solid local jobs. However, it is important that the amount of work that is given can justify heavy and long term investments. We are preparing and making plans for building, so that we can simply push the button when everything is ready, says Knut-Leif Forland. He says that the company is already in contact with people who might become their new employees.

*Written by Morten Hofstad (Translated by Score AS)
Helgelands Blad Newspaper*

*Full Norwegian version can be accessed through
<http://www.hblad.no/nyheter/article382190.ece>*

Latest Developments in IT

It's been another very busy period for the IT department. A sample of some of the bigger projects and more interesting work we have been / are undertaking, is highlighted below.

Since installing the new server and upgrading the flexible learning PC's suite at the Peterhead Training Centre, it has been reported that the communications link has been very slow. This was due to the distance of the ADSL service from the telephone exchange. Consequently, it was evident that we required a different approach to address their current needs.

The chosen solution to the problem (a 100Mb wireless connection) has now been installed, linking the TC to the Score corporate network. This new network configuration is now facilitating significantly improved internet connection speeds and is therefore benefiting both staff and learners alike.

Examples of how this improved connection is making a positive impact for all stakeholders at the training centre include; improved internet search speeds, smoother and more reliable ECDL and VITAL content and assessment delivery and enhanced links to the Score main network for applications like MyTime, ensuring all our trainees there get paid ! Personnel moving between the TC and Wellbank or Glenugie are now also able to login at the TC with their Score network credentials (and vice versa) and this has supported flexible working requirements.

Over the past 6 months, there has been an on-going project to plan and implement a major upgrade to the phone system throughout Glenugie and Wellbank, as seamlessly as possible. The existing system has been operational for 3 years and to ensure we maximise future benefits for all, we must now upgrade to the latest version of the software. It is anticipated that this upgrade will provide users with better "On-Net" calls i.e. calls to other Score sites, using the 4 digit extension numbers.

The phone system upgrade will improve functionality and reliability behind the scenes, as well as call quality to remote sites and greater flexibility to users. Operators at Glenugie and Wellbank will receive new consoles that will allow much easier call handling and provide improved connectivity to remote sites.



One of the best new features of the upgraded system will be the new corporate directory, which will now include all users from all sites, thus making it far easier to find contact details for remote site personnel from any phone in Peterhead. This new set-up will also be dynamic in its content management, so any new users added in future will appear almost immediately.

We have just started the installation of the office in Jakarta and by the time of the next newsletter we will be up and running with new servers and an integrated phone system there. It's always a challenge setting up a new office and we are sure this one will also throw a few solution opportunities at us along the way !

The central computer room refurbishment in Glenugie is now nearing completion. When complete, this will provide a strong platform for all the current central servers and allow for the growth of the business with any future server or communication needs. This has been a major project for us and has required the disconnection and reconnection of all servers to allow them to be moved into the new racks. We are pretty sure that you will not have noticed any disruption during this project, since all the required work was completed out of normal working hours and we worked in these limited time windows to ensure zero downtime for users.

Looking forward, the IT department are working behind the scenes on a future migration to Windows 7, Office 2010, Windows server 2008 and Exchange 2010. You may be asking, why move? Well, we have run Windows XP with Office 2003 for 7 years now and hardware and software functionality has moved on. Many PC Component manufacturers no longer support XP and it is becoming more and more difficult to maintain a stable, reliable and harmonised Windows XP desktop environment. Planning is in its early stages but a lot of very positive steps have been taken already and early indications are that this new software will be a huge improvement on the systems we currently run. Watch this space for further updates.

Score Group Website Learns a New Language

Over the past few months Score personnel, based in numerous locations, have been helping the web team translate the website into a variety of languages to enhance international friendliness. The main reason for these efforts is to promote the website in countries where English isn't the first language and to have a web presence where our company is trading. The entire Score Group website is currently translated into 8 languages including Portugese, Danish, German, Spanish, Italian, Norwegian, Polish & Russian with many others in development. To help with search engine rankings we have purchased and registered web domains in the countries we are targeting i.e. www.score-group.no has been purchased and registered to increase our visibility in Norway. We have also purchased domains in the US, Spain and France to name but a few.

When we first started this project we knew that the changes wouldn't have an immediate effect due to the time taken for pages to get ranked with search engines. Within several weeks of releasing the translated languages we noticed a marked increase in visitors and have also begun to receive enquiries in other languages. These are all positive signs showing that little changes can make a big difference if given time. For the small amount of time and money spent on both translating pages and buying international domains, the return on investment is potentially great.

When the Midas Meter was released during the week of ONS2010 we wanted to promote this product instantly to users visiting our site. As this is a new product we needed this effect to stand out and allow the user to access the information immediately if required. We therefore created a "pop-up" of the product that only appeared on the users screen on their first visit of each day. This was applied during the week of ONS. As well as the pop-up we are continuously researching technology which will help user experience as well as speed up the site which in turn increases rankings on search engines.

These updates and innovations have involved a number of people in the group and we would like to thank them for their continuing efforts and support in this valued sales & marketing tool.



Score's Biggest Valve Service

On the 21st July 2010 Score Europe had its biggest bore valve in for a service. This was a 120" butterfly valve which belonged to Scottish and Southern and is currently used in a dam. Most of the work carried out on the valve was done by the crane warehouse. Pictured below is Andrew Slessor who was one of the many people who work on the butterfly valve.



Score AS Storage Solution

The "Tornado" was installed in our Stavanger facility in October 2009 and is a storage solution for client spare parts. It has a total of 60 shelves each measuring 4.2 metres by 0.8 metres giving a massive total surface storage area of over 200m². The machine is totally computerised allowing a selection to be entered by use of unique reference number then within a few seconds, the part is at your disposal. In addition to this, the Tornado has been fitted with a wide angled viewing camera which can be remotely manoeuvred, allowing the viewing of spares on any shelf. In addition, this camera can be accessed through the internet or even mobile telephone meaning spares within the Tornado can be viewed from anywhere in the world.

Apart from the obvious saving of space this solution provides, it has also significantly speeded up selection times where in the past a forklift may have had to move a number of pallets before the correct pallet of spares was accessed. Due to no forklift requirements, this also makes the selection of spares safer. The Norwegian team plan on continuing to develop this technology for even greater efficiency.



Busy busy busy, since the last newsletter Constant Systems has successfully installed equipment in the UK, Spain, Italy, Poland, New Zealand, Canada and the USA.

Success in Industry

Constant Systems focus has been and mainly is Academia - Universities, Schools and Research Centres and Institutes. However, in recent months we have achieved sales to the following companies - Twist DX and Touchlight Genetics in the UK, ERA Biotech in Spain, Biovian in Finland and Pfizer in USA. Installations have taken place at ERA Biotech, Pfizer and Twist DX where the timescales from initial enquiry to installation completion was 8 weeks, 12 weeks and 12 weeks respectively. Touchlight Genetics has ordered a One Shot model system and expect to take installation in November; we won this particular order thanks to the quick response and customer care from the sales team. We were up against a competitor whose equipment-selling price was less than half of ours and we were initially told that we were outside of the customer price range. However, following a successful demonstration period we won the order with the customer commenting that our customer support outweighed the competition, this coupled with the ease of use and results from the One Shot model, made this a successful sale. Biovian are an existing customer and wish to scale up their process. Working closely with the team at Biovian, we evaluated the best package to suit their needs and following a recent acceptance of our quote, we expect to ship the equipment in September and complete installation in October/November at the customers convenience.

Stateside

As mentioned above we recently installed equipment at Pfizer, La Jolla - California. Pfizer, ranked number one for sales and probably best known for the drug Viagra has over 116,000 employees, of which, around 1000 work from the La Jolla site in California. Other not so well known drugs manufactured by Pfizer are Camptosar - Colorectal Cancer, Ellence - Breast Cancer, Rebif - Multiple Sclerosis, Feldene - Osteoarthritis and Cerebyx - Epilepsy. Earlier this year we installed equipment at USUHS, Maryland. (The Uniformed Services University of the Health Sciences was established by Congress in 1972 under the Department of Defense) Following our success here, we had a referral from this facility to BNBI-NBACC. This referral has produced an order from the NBACC for two One Shot models and we plan to install these in late November/December. NBACC stands for National Biodefense Analysis and Countermeasures Center, which is operated by BNBI - Battelle National Biodefense Institute. Since the inception of the Department of Homeland Security, the NBACC has developed the science critical to defend the US against bioterrorism. The Department of Homeland Security's Science and Technology Directorate is proud to have NBACC as the first laboratory built for DHS - a national resource to understand the scientific basis of the risk posed by biological threats and to attribute their use in bioterror or biocrime events. NBACC fills critical shortfalls in our scientific knowledge of the biological agents that could be used to cause harm to the US public

We have also been successful at the University of North Carolina, Chapel Hill where they have ordered a TS 0.75kw system and by the time this newsletter goes to print, they should have taken receipt of their new equipment.

Bella Bella Bella

In March this year we paid visit to Italy, meeting with existing customers, visiting our Centre of Excellence in Trieste and making the most of our Italian cousin's hospitality at the Score office in Gerenzano, where we met with Edoardo Lombardini from FERM-LAB. We met to discuss a possible collaboration and we agreed that we could work together to improve our market presence in Italy and in the last few months we have seen this pay off having received three orders from universities in Bari, Padua and Milan. Bari and Padua have been installed leaving only Milan, and this is expected to be completed October/November. We are confident that in the next few months we will be able to add to these sales in Italy.

Meet the Apprentice

I live in a village called Weedon near to Daventry. I have worked at Constant Systems for a year and a half now. My role in the team is Apprentice Buildshop Technician, and my main duty is to build and test cell disrupters. Each disruptor takes around a week to build complete, this includes assembling and testing hydraulics, wiring up several electrical components, calibrating and testing and preparing final build for dispatch. Some other duties include, helping to dispatch parts orders and maintaining company vehicles. Recently I have started training in the service/repair side of the business, this involves supporting customers via mail, phone and visits. I have now attended several visits going out to customer facilities, diagnosing problems, carrying out repairs and advising the customer on how best to improve their machine.



Describe yourself in 20 words or less? Outgoing, easily get on with people, up for a laugh, ambitious!

When you were a child what did you really want to be when you grew up? Rich

Do you have any hobbies? Going to the gym and going out with my mates

What would you say is your biggest achievement in life to date? Passing my modern apprenticeship.

What one word do you use most often? Serious?

Tell us your favourite saying... How much wood could a wood chuck, chuck if a wood chuck could chuck wood?

What makes you smile? Going out with my friends, socialising, comedians.

What makes you angry? When I have to wait for things, petrol prices, bad weather.

Other than at home what's your most favourite place in the world? Magaluf strip

What would you change if you could live your life over again? Have a gap year and go travelling.

Who is the most famous person you have met? Darren Styles (Hardcore DJ) I met him at "Hardcore Til I Die" at the custard factory in Birmingham.

Who would you most like to meet and why? Jason Manford Because I think he's funny!

If you could ask someone famous a question who and what would you ask? Jason Manford - When did you discover you were funny?

What's the best lesson you ever learned? Never annoy the guy who handles your food.

What advice would you give to someone still at school that wanted to become an engineering or administration trainee? Work hard and strive to achieve the best you possibly can.



Another Blood Donor Success Story

The Blood donation session on the 23rd September was another success. A special thanks to all who donated and all who showed but couldn't donate. There was positive feedback for the nurses and how quick they were with no one having to wait around too long. The nurses expressed their gratitude to the donors for their politeness and their donation. Special thanks to Eddie Clark who did the transportation service for the day and thanks to the training centre for the use of their minibus. There were 92 slots filled. Unfortunately 13 did not show up and 4 were unable to donate. This resulted in a total of 64 pints of blood donated Well done to all concerned.



Far Travelled Apprentice

I started my apprenticeship at Score in 2006 and since then I have gained and achieved a lot. I am currently in my 5th year and I still love it. My career at Score started at the training centre. On the first year of my apprenticeship I couldn't have asked for a better year, I was presented with the apprentice of the year award, and also came second in the Scottish Craft Competition. After such a great year I couldn't wait to get into the main workshops at Glenugie. When I came down to Glenugie I was first situated in BPX, thereafter I have been in PSV, Sales and I am now currently in the Valve Shop. In early 2009 I was given the opportunity to go work in Denmark for 1 year, where I had the best time ever, which encouraged me to stay a further 6 months. When I was in Denmark I was working in both the workshop and the sales office. I really appreciated being given the opportunity to go to Denmark as I have learned a lot and gained much experience. Travelling abroad with Score is something I have always wanted to do, in the near future I would like to do my RGIT and go offshore. In 5 years, I see myself hopefully having travelled to many other Score locations, places such as Canada and Houston. If someone was to ask me what it is like to work for Score I would say it is a great company, with loads of life changing opportunities, with an excellent apprenticeship that you won't get anywhere else.



Apprentice of the Year Award 2008

A Day in the life of... an Apprentice Sales Engineer



0750: Computer is switched on and mailbox is opened.

0800: Checked the mail and an urgent enquiry is brought to my immediate attention. Advise admin assistant of the new enquiry and get them to open up a new job opportunity.

0830: Check Score Group stock on system (20:20). The client requires an 8" ANSI 1500 RTJ FB Trunnion Mounted Ball valve in F51 duplex material. Suitable valve is then selected, then advise Valve Picking to pull the pallet down for visual inspection.

0900: The appropriate PPE such as hard hat, reflective jacket, safety glasses and safety shoes are then worn to go have a look at the valve in shed 15. The condition of the valve is then assessed checking the overall condition, sealing faces, contamination of the valve and valve bore, operation of the valve and any relevant information on the tags or heat numbers on the body.

0930: Valve has now passed visual examination and valve certification now needs to be checked. Duplex material has many criteria's to meet and the certification must be reviewed thoroughly. Check certification against client narrative and the valve datasheet supplied by the client. The heat numbers taken from the valve during visual inspection must coincide with the certification.

1030: Check budget costs on 20:20 to obtain manufacturer prices and prices we have sold similar valves previously.

1100: After discussion with the relevant line manager / production manager, price and delivery terms are agreed.

1130: Draft up quote and get relevant line manager to approve it. Quote to client and give them a call to ensure everything is in order and that the valve meets their specific requirements.

1300: Weekly sales ledger meeting with business unit to discuss enquiries not quoted, on-going jobs and enquiries quoted recently

1400: Give clients a call to find out what's happening with enquiries quoted. See if there is anymore that Score Europe can do to win the order.

1530: Purchase Order received from client. This needs to be checked thoroughly against the quotation. Relevant check list sheets are to be done to ensure PO is in line with the customer requirements.

1600: Admin assistant processes the PO. Picklist is now typed up and sent to the relevant departments to begin the job



We would like to thank the Sales Apprentice who wrote this for us to kick this feature off. We would love to hear from readers their opinion and suggestions of this feature for future releases.

Meet the Director - Andrew Bailey



My name is Andrew Bailey, I am the Managing Director for Hycrome (Europe) Ltd, based in Burnley Lancashire. I joined Hycrome as an apprentice in 1978. I can honestly say during the past 32 yrs I have never had a clearly defined career path, I have just picked up opportunities as and when they have arisen. The good thing is I never get bored or know the next challenge or opportunity that awaits me. I am married to Kathryn with whom I have 2 boys, Oliver 14 and Toby 11.

When you were a child, what did you really want to be when you grew up? I wanted to be a racing driver it was the time of Graham Hill and Jackie Stewart, it always seemed to be such a glamorous era in the sport.

Do you have any hobbies? My hobbies change periodically. As you get older certain sports start to generate too many aches and pains. I used to love playing football, mountain biking and running, but now I have taken up the more gentle sport of motocross riding.

What would you say is your biggest achievement in life to date? Without doubt staying married for 20 yrs. Being in a happy and stable relationship is the most important foundation in life.

Other than 'at home', what's your most favourite place in the world? San Diego California a lovely part of the world and the climate takes away a lot of the aches and pains.

Who is the most famous person you have met? Prince Charles by far the most famous, but I once met Jacqueline Gold, who made quite an impression.

If you could ask someone famous a question, who and what would you ask? Tony Blair the details of which we cannot print in this publication.

What is the best lesson you ever learned? Keeping my mouth shut at appropriate times, however I didn't say I have managed to put it into practice.

What advice would you give to someone still at school that wanted to become Engineering? Join an after school engineering club or take up a hobby that involves developing mechanical aptitude, try and make sure it is the right profession for you.