

TESTIMONIALS

January 2012



"I would like to pay special recognition to the EM&I boys for the pace at which they worked.....

.....the closure of lid on this tank represents the banking of approx £10 –£11 million in cost saving.....

.....all this completed whilst working to the safety standards we demand and in a tank which was physically demanding due to the temperature of surrounding tanks."



"The EM&I Rope Access team have performed their allotted work to a high standard in a safe and conscientious manner"

"I can personally attest to the team's commitment and performance towards their work."

"They have been highly competent and well organised and have completed their assigned tasks and rope access work-scope in an efficient, safe and disciplined manner. All procedures and safe systems of work have been adhered to."

.....safety was never an issue or compromised by the team—they are all experienced and capable in the work that was being conducted and we had no issues with them while they were on board.



"EM&I have been able to provide skilled, specialist personnel during every mobilisation."

"In all cases EM&I personnel have been outstanding....

....the work professionally done and the reporting of the highest quality."

"Thank you for the excellent work that was performed by the EM&I team during the structural inspection programme."

Having such a highly qualified team significantly improved the time it took to perform the inspection work.....

"I found EM&I did a real good job on the 2011 Shut Down. They were very professional and managed the work well. I can't think of any improvements from what I have witnessed Offshore."

Inside this issue:

Shell	1
ExxonMobil	1
MAERSK bluewater	2
HESS BP	2
Apache	2
NSP PETROBRAS	2
AkerSolutions	3
M3ENERGY	3
BUREAU VERITAS UK & IRELAND	3
Snam Rete Gas TOTAL	4
SBM OFFSHORE M&P	4
MODEC	4
woodside	4
FPAL	5

We are proud to include some of the testimonials that we have received in praise of work carried out for Clients worldwide.



MAERSK

"We are pleased to advise you that the recent tank repair work undertaken by EM&I was very efficiently carried out.

We were impressed with the speed of this operation and the high degree of quality control applied to the whole task."

"We were also impressed with the interface management of the classification aspects and the fact that the work was completed ahead of schedule."



"We would have no hesitation in having any of the personnel return to the platform for next years inspection programme....."

.....the quality of EM&I personnel, reporting, safety performance and onshore project management is excellent"

"once again, the team's performance has been of the highest standard"

bluewater



"The scope has been progressed as expeditiously as possible within the attendant constraints, and repairs completed to date are to a very high standard with no requirement to revisit weld repairs for post remedial work....."

.....I was more than happy with the EM&I team and their work standards."

"EM&I have done excellent work and have throughout been most professional in their dealings with crew.

They have fitted in seamlessly with our PTW system and their own risk management of tasks such as rope access, over-side working etc has been excellent.

We asked them for assistance over and above their SOW with spot checks of pump room piping, which they did promptly and they exhibited flexibility in granting our requests."

"EM&I planned and communicated well with platform management at all times"

Apache



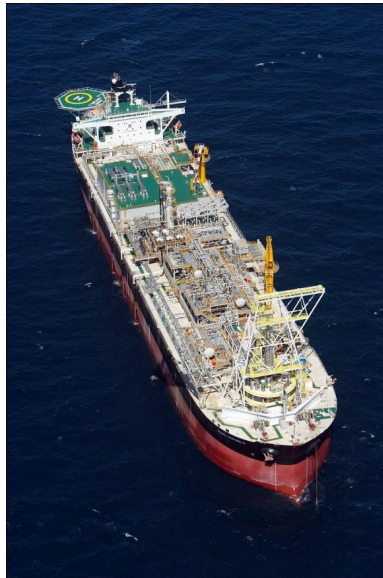
"The work was carried out using a multi disciplined workforce using EM&I's innovative TOPCAT, IGLOO and rope access systems and resulted in significant time and cost savings when compared to the use of more conventional repair methods"

"On behalf of Apache, I wish to congratulate you and the rest of the team for a job well done. Your energy and commitment to get the job done safely and quickly, combined with a high level of quality and integrity, is a credit to you and the team. Thanks again and best of luck for the future."





"Following a very successful shutdown onboard the AH001 I am writing to personally thank EM&I for the service provided which ensured a safe and incident free shutdown."



BUREAU VERITAS UK & IRELAND

"Following the excellent results of my radiation audit, everything could not have been better.
Once again, my sincere thanks to Steven and Michael of EM&I (UK) Ltd for their very kind help in making the audit the success that it was."



"I would like to extend sincere appreciation for the effort everyone provided during this past weekend, troubleshooting the flare system vibration problem"

"Carrying out a major structural modification to an offshore facility offers many unique challenges.....
Extreme weather conditions experienced this winter imposed additional challenges."

"EM&I STANTEC SOLVE VIBRATION PROBLEM"

"Because of your professionalism and creativity you have succeeded in overcoming these challenges while achieving a high level of safety and minimizing impact on production."



"We are pleased to confirm that EM&I carried out a successful programme of structural steelwork repairs within five of the segregated water ballast tanks"
The work was carried out safely and to our expectations both in terms of cost and quality and to the satisfaction of the verifying authorities"



"The support given by EM&I has been fantastic with regards submission documents to ABS and for our client.
.....The work ethic of your team is commendable."



"EM&I did a good job on FPSO KIKEH and completed the CT survey on schedule"

"The team worked to our permit to work system in a very professional manner with no unsafe acts recorded"



"I would have EM&I back onboard to carry out any other job in the future. It was a pleasure to work with the team."



"We wish to confirm that we have used EM&I's services over a period of three years to carry out inspection and steel renewals into the ballast and cargo tanks of the FPSO NAN HAI FA XIAN."

"All work was carried out safely and to our satisfaction using innovative methods such as IGLOO, TOPCAT and MAP staging systems"



"I would just like to say how pleased I have been with all the work that EM&I have completed for me this year."

They have such a high level of professionalism and always keep me up to date with what is happening.

Their reports are at the level I require, not too complex but detailing all the information that I need simply and coherently."



"The work that EM&I conducted during the shutdown so far has been of the highest quality and completed in a professional manner. Their work ethic is outstanding"



"I want to touch base with you and relay my sincere thanks for the performance of EM&I through the RBI to date.

We have received nothing but praise about your performance and I wanted to relay this to you in turn.

Thanks so much for your professional work"



"Based on my 15+ years experience I can confirm that the monthly reports as well as status close out on contract mobilization represent exceed expectations."

"The contract runs extremely smoothly, is very well managed internally and progress is on track"



"Thank you to the EM&I team for the way they carried out their tasks during the shutdown works"



Service Delivery Excellence



CLIENT FEEDBACK ON EM&I SERVICE DELIVERY

EM&I has a policy of Service Delivery Excellence.

We strive to achieve this by seeking Client feedback through regular Stewardship Reviews and use of industry tools such as F-Pal.

We are proud of our F-Pal score and will continue to aim for continuous improvement until we reach our 100% target

SUPPLIER PERFORMANCE											REPORT 1	
PRODUCT / SERVICE DETAILS												
Main Product/Service Codes			3*05*16				3*07*01			3*05*01		
Product/Service Description			Rope Access Services. AEL Platform Riser Inspections				NDT Services.			Mechanical Services.		
Delivery Date or Review Period Start Date			16/5/2011				Review Period End Date (if applicable)			09/06/2011		
Order/Contract No (Optional for own use)			MSA 1052				Value for period			<input type="checkbox"/> Under £50,000 <input checked="" type="checkbox"/> £50,000-£300,000 <input type="checkbox"/> £300,000-£1 million <input type="checkbox"/> Over £1 million		
SCORES												
ELEMENT	SCORE										Not Applicable	Disagree
	POOR		MEDIocre		ADEQUATE		GOOD		EXCELLENT			
	1	2	3	4	5	6	7	8	9	10		
1. Product Quality									X			
2. Service Quality									X			
3. Project Management									X			
4. Documentation									X			
5. Planning and Delivery									X			
6. Supplier Management												Y
7. Installation and Commissioning												Y
8. Health and Safety									X			
9. Environment									X			
10. Skills, Competence and Training									X			
11. Innovation and Improvement									.			Y
12. Organisation									X			
13. Facilities												N/A
14. Commercial Management												
15. Customer Interfaces									X			
JOINT AGREEMENT												
Feedback Assessment Agreed by Purchases / Client*						Feedback Assessment agreed by Supplier						
*If client is not FPAL Subscriber tick box <input type="checkbox"/>												
Client Name: Apache Energy Ltd						Company Name: EM&I (Australia) Pty Ltd						
Installation/Location: Varanus Island						FPAL Supplier Number:						
Representative's Name: Dave Murray / Ben Britten						Representative's Name: Peter Tawse <small>Please agree Rep name and email address</small>						
Position:						Position: Team Leader						
Signature: <i>[Signature]</i>						Signature: <i>[Signature]</i> <small>Please arrange EM&I representative to sign here</small>						
Date: 8/7/11 <small>is this meant to be May</small>						Date: May 2011						
E-mail: ben.britten@apachecorp.com						E-mail: Stephen.brett@emialliance.com						
Tel No: 61 8 6218 7620						Tel No: +61 (0)8 9226 5700						
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