AIM: reflects our goals of Asset Integrity Management and global ambitions

Mega-projects and mega-opportunities in the Middle East

Cooperation between AkzoNobel Delfzijl and Stork Technical Services

It works both ways: Stork Trainees
Innovation in action: Hot bolt clamp technology

Peru: A market with great opportunities

Mega-projects and mega-opportunities in the Middle East

Global

Kuwait country manager Roderick Soesman: “Just stick your finger in the desert and oil comes up – that’s history now in Kuwait”
Among our achievements over the last 12 months has been the integration of MASA and RBG into Stork Technical Services, which is now complete. The new layout and name of our magazine, AIM, reflects our goals of Asset Integrity Management and our global ambitions, while the content still brings news from all our companies around the world. The theme of this issue of AIM is our global capabilities. As you will see, we have included an article and basic information on every region. I hope you enjoy the issue!

We have also seen a great improvement in our safety performance. Today our TRCF is less than 3, roughly halving in a year. Building on this we will roll out the industry leading REACH safety platform in November, bringing the whole company under one consistent performance umbrella for safety. I am really pleased with the progress we have made so far, but also excited about what's to come.

There is a lot going on right now in Stork Technical Services – so much so that it is hard to get it all into one short note. But let me try.

During the summer we refinanced Stork Technical Service, setting the company on a stable financial footing for the next several years. The nature of the financing is such that we will now have more public scrutiny of our performance and regular updates for investors, which will drive quite a lot of positive change in our business. Look out for the revised website.

We continue to win business, which stabilizes our outlook going forward. Recently we won our largest ever order in Australia – a €25 million order for heat treatment and inspection services on the Gorgon development. In the UK, we extended our business with several of the North Sea’s largest operators and in Continental Europe, we won our largest piece of downstream business ever for Shell Europe.

Around the world we have many opportunities, but in the Middle East in particular, Andy Briston and his team have been building a platform for growth. Recently we started a Core Services business in Abu Dhabi and are already seeing first revenues for mechanical services. We also took the first steps to starting operations in Oman, began a Saudi joint venture company, and re-opened our business in Kuwait with our local partner. In other words, we now have a platform for growth in the Middle East we have never had before.

The challenge in our business remains in Continental Europe. We continue to see low activity and poor margins, which of course are putting a lot of pressure on our profits. We continue to look at our cost structure but also more strategically at whether we are serving the right customers and doing valuable things for them. I don’t see an end to the issues we face in Continental Europe in 2012 or for that matter 2013, so the challenge for us will be to fight our way through the coming months.

Finally, I want to take the time to say thanks to all of the people in our company who make all of this happen: Our HSEQ leadership, finance community, operating leaders, fitters, welders, technicians. We literally have an army of people who work together to deliver our results. Thank you again and I look forward to being part of Stork Technical Services in this next stage of its history.
Stork Technical Services participated in the Rio Oil & Gas exhibition held in Rio de Janeiro, Brasil, from 17-20 September 2012

Rio Oil & Gas 2012, offers the largest and most comprehensive conference and exhibition for the Brazilian Oil & Gas Sector, one of the main markets in Latin America. Throughout the 4-day exhibition we engaged with a number of clients and visitors demonstrating our capabilities and service offerings within the sector.

During the exhibition we focused on our technical expertise and knowledge within Subsea, Integrity Solutions & Services, including the complete portfolio around the Lifecycle Asset Management. It was also a great opportunity to know the potential and challenges of the Brazilian Market, especially in Rio de Janeiro, being the state that concentrates 80% of the oil produced in the country, along with 50% of the total gas production.
New three-year contract in Trinidad

Under a new €8.6 million contract, Stork Technical Services will provide BG Trinidad and Tobago Limited assets with mechanical services until 2015.

Stork Technical Services will primarily deliver fabrication, construction, installation, scaffolding, bolt tensioning and inspection, rigging and lifting, and technical support in BG’s Trinidad and Tobago East Coast Marine Area, North Coast Marine Area and Evergreen facilities onshore in Moruga.

This relationship means savings, convenience and a focus on safety and continuous improvement for BG.

Stork Technical Services was selected based on their successful shutdown services for BG in 2010 and 2011 and effective solutions for issues that other local contractors could not resolve. The companies share a commitment to competency assessment; in fact, Stork Trinidad won the BG President’s Award for competency assurance in the fourth quarter of 2011.

The contract makes BG Trinidad and Tobago a top revenue generator for Stork, allowing us to further invest in our people and equipment to increase competitiveness and consolidate our position as a leading upstream maintenance contractor in Trinidad.

New contracts in Colombia with Cepclosa and Cerromatoso

During the summer, MASA, part of Stork Technical Services Americas, signed contracts that will keep driving growth in Latin America.

A 3.5 million Euro contract with Cerromatoso* widened MASA’s operational portfolio by adding a new mining sector client. The scope of the contract, signed in June 2012, includes mechanical, electrical, instrumental and control services, as well as pre-commissioning of the gas extraction system. The work will be performed in Montelíbano-Tolima.

Antonio Villegas, Vice President Colombia & Peru, says MASA won the bid from a very competitive field of companies.

“The technical strength, operational knowledge of employees and our strong HSE standards were fundamental in STS being selected,” Villegas says.

In addition, the Projects & Construction (P&C) business line signed a one-year contract with Cepclosa** in July 2012 for electrical, mechanical, instrumentation and civil works construction. The contract is valued at €7.8 million.

MASA Stork’s strong relationship and track record with Cepclosa helped secure this important work in Cara Cara Block.

“MASA Stork has ongoing operations and maintenance work in this block. The new contract means Stork Technical Services will have a significant presence in the area and build on our relationship with the client,” Antonio Villegas says.

* Cerromatoso S.A.: a BHP Billiton Company in Colombia. BHP Billiton is one of the world’s largest nickel miners, the fifth largest refined nickel producer and a global supplier of nickel to the stainless steel industry. They have two producing nickel assets located in Australia and Colombia.

** Cepsa Colombia S.A. (Cepclosa): Cepsa is an Spanish Oil & Gas group present in Argelia, Marruecos, Brasil, Canada, Colombia, Panamá, Peru, Holanda, Bélgica, Gran Bretaña, Italia and Portugal. The company is the fourth largest industrial group in Spain and is focused on Oil & Gas exploration, production and refining. Petrochemical and power are other sectors where the company is present as well.
Delivering specialist access and mechanical services in the Gulf of Mexico

Stork Technical Services USA has been awarded a significant project in the Gulf of Mexico region to provide a unique combination of specialist access and mechanical services. The scope is to repair multiple Air Can Fill Lines and support the operator in extending the productive life of their assets and maximizing the recovery of oil and gas reserves.

Stork Technical Services has a unique knowledge of the asset, having delivered a significant range of inspection, repair and maintenance solutions to the asset since being awarded the initial contract in 2004. Stork was engaged with the client very early in the project planning stages and has worked closely to assist with procurement, design, pre-mobilization trials, and detailed risk identification and management. Offshore, our team is led by one client focal point who daily coordinates our integrated services, supported by a nine-person rope access qualified team who were all selected via bespoke trade competency assessment events. This team is demonstrating excellent HSEQ performance and culture while executing many different high-risk scopes within this project. With two rope access teams accessing the at-height work areas and performing repairs inside a confined space, combined with a high-angle confined space entry rescue team on standby, there are many activities being performed simultaneously. This requires the team to be cognizant of the communication and under way to effectively and safely obtain the desired objectives each work day.

Stork has two recognition schemes: REACHing Out Recognition Award – applauding excellent practice. All Stork employees are eligible for nomination in this scheme with ad hoc awards presented for examples of best practice with regards to safety.

Annual REACH Awards – celebrating outstanding performance throughout the year. The annual REACH Awards celebrate consistently outstanding safety performance. Winners are announced at a formal awards dinner, which is attended by shortlisted candidates, colleagues, industry peers and client representatives.

Visit the REACH website for more information. www.reachsafety.com

Stork Technical Services wins major contract in Kuwait

With the signing of a five-year contract with KNPC, the Kuwait National Petroleum Company, Stork Technical Services now holds all on-line leak sealing contracts in Kuwait’s downstream industry. The contract starts in mid-2013 and is in effect for a minimum of five years.

Sealing leaks is critical in refineries and other downstream facilities because it prevents shutdowns and ensures a safe operating environment.

Stork Technical Services has four teams available 24/7 to seal any leak in Kuwait, with support from our mechanical engineers in Saudi Arabia who convert site sketches to isometric drawings. Stork Technical Services in the UK review and approve all drawings to certify our leak sealing solution meets plant design specifications.

Country Manager Roderick Soesman says flawless execution by the Stork Technical Services people in the field was a major factor in winning this long-term contract.

“We highly appreciate our people in the field who work in temperatures up to 50° C to seal high pressure steam leaks, sometimes wearing breathing apparatus while working on toxic leaks, while we keep our heads cool in an air-conditioned office,” Soesman says.
Changing beliefs or behaviours to achieve safety excellence?

By Mike Mann, SVP Global HSSEQ, Stork Technical Services

Human factors, such as lapses in concentration, mistakes and violations, are often attributed as root cause of incidents in the oil & gas industry. This has led many organisations to focus their efforts on changing these behaviours in an effort to improve overall safety performance.

However, this approach ignores the important role of leadership behaviours and the success of changing behaviours of operative employee populations has varied greatly, from dramatic reductions in incident rates to no change and/or worker disillusionment.

This has led to Stork Technical Services placing a more significant focus on leadership behaviours, which will in turn change the beliefs of their operative workforce and positively impact on onsite behaviours.

The first step to influencing and eventually changing the beliefs of those at the ‘sharp end’ is through demonstrating clear leadership behaviours and commitment to safety by action. This has to be about more than just investing sums of money in safety initiatives and programmes; it has to be a visible commitment. From the outset, operatives must be fully aware and bought into the safety values of an organisation, and understand the expectations, minimum standards and consequences of not adhering to them, which ultimately may result in dismissal – a just culture must be applied.

Celebrating excellent safety performance is also crucial when influencing beliefs. Organisations that commend the achievements of their personnel through award ceremonies and other reward schemes will experience a greater commitment to working safely as their operatives will believe that if they perform well, they will be recognised for their commitment. For example, Stork hosts its Annual REACH Safety Awards formal ceremony and dinner, as well as rewarding operatives through its ad hoc REACH Recognition Awards scheme. While this is in no way the only reason an operative will work safely, the belief that management value their commitment to safety will influence the behaviour of the workforce. It should also be clear that awards and rewards are for going the ‘extra mile’ and beyond simply the requirement of working safely, which is a condition of employment.

Operative supervisors have been identified as a key employee group that can have the biggest impact in shaping the beliefs and behaviours of employees. Working with small and large teams of Operatives, supervisors are increasingly being positioned as ‘leaders,’ individuals that can have significant positive impact on improving safety performance.

However, for this to be achieved, supervisors must believe that safety is, unequivocally, the number one priority of senior management. This will allow them to demonstrate positive safety behaviours that will be carried through into their teams.
For example, if an operative believes that leadership and management value production over safety, they may take a shortcut on a workscope which could endanger their wellbeing and the wider asset. Conversely, if an operative believes that management see safety as the priority, they will stop a job safe in the mind that they have full support to do so.

Safety initiatives are often developed by leadership and management and rolled out to those at the ‘sharp end’ as a reactive measure to change behaviours and improve performance. However, if safety initiatives are poorly formed, communicated and coordinated, this may be seen as a lack of leadership commitment to ensuring safety is the priority at all times. Safety initiatives must have ongoing leadership involvement and be sustainable, engaging and varied to ensure that consistent safety messages are delivered and followed. Stork’s REACH initiative is an example of a sustainable initiative that has played a major role in influencing beliefs and changing behaviours.

**Case study – REACH safety initiative**

In December 2009, the leadership team at RBG (the company acquired by Stork Technical Services last year) put safety firmly at the top of the agenda with the launch of REACH, the company’s first global safety initiative.

The fundamental cornerstone of REACH is that of collective ownership. REACH was born out of a proactive collaboration between employees and senior management, meaning that employees have been involved at every level of REACH’s evolution - from conception through to delivery and sustainability. This in itself ensures collective engagement and an empowered employee community.

REACH is fully endorsed by Stork’s leadership team who, by their actions, encourage the entire employee population to make safety the priority each and every day.

By creating a framework for leadership and maintaining this throughout the initiative, the company’s lost time incident frequency reduced by more than 70% in the UKCS and 60% globally during 2009 - 2011. REACH has created an employee led safety culture which is driven by clear leadership beliefs and behaviours. Operatives believe safety is the number one priority of leadership and management, which results in positive safety behaviours and an excellent safety performance.

Stork Technical Services is currently rolling its REACH initiative across its global operations so that our 14,300 strong employee community is engaged with this programme. For more information please visit the REACH website [www.reachsafety.com](http://www.reachsafety.com)
In 2010, AkzoNobel partnered with Stork Technical Services by establishing a long term maintenance agreement for an initial period of five years. It took only a year of experiencing Stork’s services for AkzoNobel to decide to extend the agreement for another five years. Within this short time frame AkzoNobel became a very satisfied customer indeed!

Two questions remain: Why is Stork Technical Services so successful at the AkzoNobel Chemical Park Delfzijl and why does the company stand out from the crowd?

Fester Oosterhuis (Site Manager Industrial Chemicals, AkzoNobel) explains: “Some of the main reasons why we decided to choose Stork Technical Services were their multi-disciplinary capabilities and the One-Stop-Shop service.”

The multi-disciplinary capabilities consist of an integrated concept of maintenance and performance models. The technical services are carried out during day shifts and 24 hours a day depending on AkzoNobel’s needs. During day shift operations AkzoNobel uses multi-disciplinary capabilities such as:

-  Generic Mechanical Engineering Services carried out by mechanics, fitters and certified welders
-  Quality assurance and control measurements
-  Boiler Services
-  Electrical and Instrumentation Services
-  Revision work on pumps and valves, including safety and testing services (Lloyds certified)
-  Engineering, system and process automation services
-  Civil engineering and consultancy works as the link in the total chain of Electrical and Instrumentation and Mechanical Engineering Services
-  Warehouse management, including purchasing activities
-  Project and plant stop management, including planning, coordination and cost control management
-  Coordination of services, scaffolding isolation, lifting, transporting and cleaning

When there is a specific maintenance need in the AkzoNobel plant, all the required capabilities can be acquired via the One-Stop-Shop service. This means that only one single point of contact is needed for AkzoNobel.

Oosterhuis explains: “When there is a specific maintenance requirement in the AkzoNobel Delfzijl plant, the Stork Technical Services Team is very proactive in supporting the plant management with solutions.
As a diversified company, Stork Technical Services offers a large variety of services. It is therefore very convenient to only use one single point of contact. The Stork Technical Services team always comes up with tailor-made solutions.”
Albert Smook, commercial manager at Stork Technical Services, is the single point of contact on a daily basis. According to Smook, “We have been able to exceed the expectations of the client by using this concept. Whenever there is a maintenance requirement, the Stork Technical Services team will diagnose the problem. My role is to convert the problem into a solution. I coordinate all the different technical disciplines of Stork Technical Services."

“For example, there could be a compressor malfunction. The compressor is part of a process or sub process in the AkzoNobel Plant. So the problem could potentially be bigger than the compressor itself. I talk with my colleagues in the company, so that all the technical experts can diagnose the problem from their point of view. All the different technical expertise is then bundled into a solution. AkzoNobel has been very pleased with the service we provide,” Smook says.

In addition, Stork Technical Services carries out larger projects, such as maintenance stops and unplanned emergency issues. In order to control any unplanned issues, a consignment and emergency service was installed. The emergency service includes a fire brigade working in five shifts, available 24 hours a day. This service adds significant value for AkzoNobel. Both planned and unplanned work, including emergencies, can be carried out by one expert supplier.

Even more value was created for AkzoNobel with a consignment agreement for down time services. In the chemical sector, where unplanned maintenance work is inevitable, the ability to deliver planned and unplanned technical services is a significant advantage for AkzoNobel. As a leading global chemical company, AkzoNobel’s customers rely on the availability of chemical products. High quality partners like Stork Technical Services support the efficiency of AkzoNobel’s daily operations.

In 2011, a new performance model was included in the service level agreements. In cooperation with AkzoNobel, important key performance indicators were integrated, such as a market-based pricing review tool for annual tender agreements and delivery and performance of specific projects. Working with performance models enhances the efficiency and effectiveness of maintenance projects. The performance insights are shared with the customer. The result is a continuous learning cycle which reinforces the relationship between AkzoNobel and Stork Technical Services.

What makes the cooperation between AkzoNobel and Stork Technical Services a success story? Put simply, it is the combination of listening to the client, setting project scope by using service level agreements, focusing on safety, and continuous learning and improvement. This client engagement is what makes the story of AkzoNobel and Stork Technical Services a never-ending success story.

Do you want to know more? Please feel free to contact Albert Smook commercial manager, AkzoNobel Delfzijl: +31 6 22 54 84 84. Or Wouter Luimes, Global Account Director Chemical wouter.luimes@stork.com

Stork Technical Services in The Netherlands; Guaranteed operational excellence & unconditional safety

In the Netherlands, Stork Technical Services has a strong focus on the Chemical, Oil & Gas and Power sector. Reduced risk, improved performance and unconditional safety is achieved by our thinking and doing culture. Our commitment to safety is integrated in our REACH safety program.

The continuity of our customers’ operational activities is guaranteed by our high performance track record. Our employees (3,300 in The Netherlands, 14,300 worldwide) are dedicated to provide seamless performance to corporations and asset owners. Our global footprint results in a consistent and high quality service delivery.

Our clients benefit from a wide variety of services and products:
– Asset Management
– Consultancy
– Subsea
– Process Equipment
– Electric Equipment
– Rotating Equipment
– Sales & Rental Services
– Mechanical Services
– Electrical and Instrumentation Services
– Fabric maintenance and Integrity
– Relocations & Decommissioning
– Specialty Services

Do you want to know more? Please feel free to contact Albert Smook commercial manager, AkzoNobel Delfzijl: +31 6 22 54 84 84. Or Wouter Luimes, Global Account Director Chemical wouter.luimes@stork.com

Continental Europe

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Subsea success generates new jobs and investments

Stork Technical Services Subsea will create 10 new positions and invest € 2.5 million in its vessel fleet after securing a raft of new contracts.

The contract awards, which total more than € 12.5 million, will see Stork Subsea deliver a range of IRM (integrated inspection, repair and maintenance), light construction and pre & post survey activity for a number of major operators in the UKCS and Mediterranean.

Stork Subsea will add two dive intervention craft to its fleet with the new investment, taking the total number of craft the company owns and operates to seven. The craft are equipped with a range of advanced technology, such as a bespoke diver recovery system and software-based dive management systems, that have been specifically designed to provide a safe operating environment for the divers and crew onboard.

The new positions, which will be based at the Stork’s subsea hub in Aberdeen, UK, include Project Managers, Project Engineers and Diving Technicians and will ensure that the company is well placed to manage and deliver the ongoing increase of activity it is carrying out on a global basis.

Roddy James, Director of Stork Technical Services Subsea, said: “We are delighted to have secured this new business and it is testament to the skills and expertise we deliver both in the UKCS and internationally. We are one of the most experienced air and nitrox dive contractors in the industry and this, coupled with our extensive fleet and excellent onshore and offshore teams, means we are experiencing significant demand for our services.”

Integration brings integrity to the fore

Integrity has come to the fore in recent years, particularly in the oil and gas industry, as operators seek to extend the lifespan of their assets, while ensuring they are safe to operate and produce from.

Recognizing this as a major growth area, Stork Technical Services formed a new Integrity division consisting of complementary service lines from the legacy RBG and iicorr businesses, namely integrity engineering and management, NDT (non destructive testing), specialist inspection, quality services, monitoring services and cathodic protection.

Working with operators, the division uses risk-based methodologies to develop, optimize and deliver custom inspection activity that aligns with an asset’s strategy. With the capability to enact any repairs using the wider Stork group, the division can reduce failures, increase the longevity of an asset and help retain the hydrocarbon envelope.

The integrated assess, inspect and repair approach allows Stork Technical Services to manage the risk and integrity of an asset throughout its lifecycle, from original plant design to decommissioning.

The division has already had initial contract success after securing a three-year contract, with two one-year extension options, from CNR International (CNR) for integrated caisson integrity management services across the company’s UKCS assets.

The contract will see Stork’s multi-disciplined operatives introduce a holistic approach to caisson integrity management. Stork Technical Services will deliver a range of integrated assess, inspect and repair activities, including specialist inspection, integrity engineering, cathodic protection and specialist cleaning, on CNR’s Ninian, Tiffany and Murchison fields throughout the contract.
Innovation in action: Hot bolt clamp technology

In 2009, Stork Technical Services was contacted by several UKCS operators who had safety concerns about stud bolt corrosion on four bolt flanged connections. Their concerns related to instances of uncontrolled pressure releases due to stud failures and future potential releases caused by severe corrosion detected in studs fitted to four bolt flanged connections.

In response, Stork worked with a specialist manufacturing company to develop the industry’s first hot bolt clamp (HBC) technology that enables the safe removal and replacement of corroded bolts on live flanged connections that have eight or fewer bolts, with no disruption to ongoing production.

The system hydraulically clamps pressurized, bolted pipeline flanges together in a controlled manner so that corroded stud bolts can be removed safely. Once all of the bolts are replaced, the hot bolt clamps are de-pressurized and removed. Bolts are changed out without taking the flanges out of operation, disruption to the standard line pressure or danger of medium release.

A flange can be reworked using the HBC-system in only 40 minutes, compared with existing techniques which require breaking, splitting and reworking a flanged connection. This typically takes two hours, as well as additional time to isolate and purge the systems.

HBC-system has been extensively field-tested and was successfully implemented by Stork operatives on a Chevron North Sea Limited operated asset in the North Sea. This Chevron project led to a significant uptake in technology from a number of major operators and, to date, more than 1,200 four bolt flanged connections have been reworked with a 100 percent success rate. Thousands of additional applications are scheduled in the near future.

Stork has been rewarded three major Oil & Gas industry accolades in the UK for the development and success of the HBC-system.
MASA and Stork Technical Services recently celebrated their merger and strengthened relationships with customers in Bogota, Colombia.

Stork Technical Services CEO Doug Meikle, Stork Americas Vice President Jorge Estrada and MASA President Antonio Villegas were excited to share their story of “Being big, marking history” with major mining and oil and gas companies in Latin America. Customers who attended the celebration came from Audubon, BioD, Campetrol, Cepcalsa, Chevron, Drummond, Ecodiesel, Equion, Halliburton, Hocol, Key Energy Colombia, MPX, Ocensa, Petroamerica, Termotecnica, Roes, Shona Energy, Tipiel, Termoyopal S.A. and Mansarovar.

Well-known Colombian sportsman Oscar Cordoba was a special guest speaker. Cordoba talked about his life as a footballer, the challenges he overcame in his long international career and experiences that influenced him as a person. His themes – leadership, differentiation and seizing opportunities – reflect MASA Stork’s values that are driving continued growth.

Villegas spoke on the creation and history of MASA and the merger with Stork Technical Services, which Meikle expanded on.

“It was a great opportunity to let our clients know about the whole Stork Technical Services portfolio and the competitive advantage MASA providing worldwide services supported by Stork,” Meikle says.
Stork Technical Services now offers E&I in the Caribbean region

Stork Technical Services Trinidad Limited (TL) recently added electrical and instrumentation (E&I) capabilities to our offerings, creating a truly integrated service package in the Caribbean region.

Stork Technical Services TL, the largest Fabric Maintenance and Integrity support provider in Trinidad and Tobago, integrated Stork Elecon Limited’s (SEL) E&I people, contracts and equipment. SEL E&I contracts are now serviced by Stork Technical Services TL teams committed to safety, technical excellence and value creation.

The combination re-establishes Stork Technical Services TL as the premier offshore maintenance contractor in Trinidad. The organization has approximately 600 employees delivering an unrivalled portfolio of services under one roof, including the following:

- E&I
- Vessel and Drain Cleaning
- Scaffolding
- Fabric Maintenance
- Bolt Torqing/Tensioning
- On-site Machining
- Brownfield Modifications
- Specialist Coatings (Belzona)
- Flange Integrity Management
- Insulation

For clients, integrated services translate into fewer contractors and more consistent quality and safety procedures, as well as better interface with contractor management. Clients also benefit from convenient one-stop shopping from Stork Technical Services Integrated Maintenance Services, resulting in lower administrative and management costs.

MASA Stork- Adding value by Thinking and Doing

Colombia-based MASA is a leader in providing integral solutions for the petroleum sector, mining and energy. With more than 25 years in the local market, MASA is present in several countries in South America and delivers international support on three continents through Stork Technical Services in The Netherlands. MASA supports customers with integrated asset management in the most reliable, secure and productive way.

MASA has more than 4,000 employees across Colombia committed to the advancement of our country, region and our clients. We think and do with the highest standards of safety, risk management and social responsibility. Our integrated service portfolio in the complete asset management cycle includes:

- Early service facilities
- Operation and Maintenance
- Projects and Construction
- Industrial Services
- Consultancy

We are certified under ISO 9001:2008 in the following services:

- Industrial maintenance oil field
- Operation and maintenance of pipelines for transportation of hydrocarbons.
- Operation of oil fields.
- Operation and maintenance of centers of power generation and distribution.
- Operation and maintenance of treatment plants and water injection.
- Design, construction, installation, pre-commissioning and commissioning of EPC (engineering, procurement, construction) projects.

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Peru has had continuous growth throughout the past 20 years, a pace it is maintaining. This growth creates a favorable environment for investments from around the world in the country’s main activities of mining, construction, agro-industrial, oil and gas, fishing and manufacturing.
MASA Stork identified these opportunities early and started operations in Peru in 2008 with the aim of developing an aggressive expansion plan for oil and gas activities, power and particularly mining. The company won two bids and operates for Pluspetrol Norte S.A. with facilities located in the jungle. The scope of this contract is operation and maintenance of two power generation plants, Huayuri and Corrientes 2, with Wärtsilä equipment generating a total of 40 MW. Both operations are supported by 50 employees, and in addition to administrative personnel, Peru has 60 employees.

The current operation is a consortium between MASA and Schrader Camargo, with MASA taking up the larger share. The central office is located in Lima, with operational centers in Andoas and Trompeteros. MASA Stork has also worked for SAVIA, an oil company in northern Peru, and a subsidiary of Ecopetrol, the main oil producer in Colombia.

These projects have achieved great safety results: 400,000 man hours without accidents, which means zero incidents since operations started and leading quality standards in this industry in Peru.

As a traditional mining country, this is the main income-generating sector in Peru. MASA Stork is focused on increasing our share in this industry. This involves great challenges and opportunities, so we are taking actions and initiatives to achieve a high position in the market in the short to medium term. This is not an easy goal. It will require conducting operations in inhospitable places and at high altitudes, sometimes close to 5,000 meters above sea level.

However, MASA Stork is a company that intends to make our mark on the current market, and continue to broaden operations internationally.

Do you want more information? Contact us at MASA Stork, informacion@masateam.com, Phone: +57 1 595 12 22.
The Gulf states (GCC) of the Middle East produce about 20 percent of daily global oil consumption (over 20 million barrels a day) and more than 15 percent of world petrochemicals products, making the region a prime growth area for Stork Technical Services’ brownfield maintenance.

Hani Almaimani, Vice President - Middle East, says long-term investments in oil, gas and petrochemicals point to industry sustainability for many decades.

“The whole region economy is based on and driven by O&G and Petrochemicals exports,” Almaimani explains. “There are many new mega-projects under construction to increase upstream and downstream production and refining capabilities. In addition, the availability of low cost petrochemicals feedstock has made investment in petrochemicals lucrative. The Middle East O&G, Petrochemicals and Power output capacities are set to grow by 5 percent per year over the coming five years.”

These investments mean opportunities for Stork Technical Services, including a SATORP Saudi Aramco/Total refinery project and construction of one of the world’s largest petrochemical plants, SADARA, a joint venture of Saudi Aramco and The Dow Chemical Company.

“Stork Technical Services will provide greenfield services to SADARA and other projects starting in 2013. We have been hiring more people, working with EPC (engineering, procurement and construction) contractors, and doing the groundwork to get ready for this work,” Almaimani says.

For a joint venture of Saudi Aramco and Sinopec, Stork Technical Services will provide greenfield services for a grassroots refinery on the west coast of Saudi Arabia. The company is also involved in the IGD gas processing plant expansion for Gasco, an affiliate of ADNOC.

In addition, in 2011 Stork Technical Services expanded our capabilities in the Middle East to include turnaround and shutdown services under the Asset Management business line. Almaimani says the company was engaged in a major turnaround for a SABIC affiliate this year and is tendering for additional work.

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For a joint venture of Saudi Aramco and Sinopec, Stork Technical Services will provide greenfield services for a grassroots refinery on the west coast of Saudi Arabia. The company is also involved in the IGD gas processing plant expansion for Gasco, an affiliate of ADNOC.
Stork Technical Services and Saudi Industrial Services Co. (SISCO) signed agreement to expand their services in Middle Eastern region

The new company will offer specialized technical services with world class and high quality services to the oil & gas, petrochemical, energy and water desalination sectors.

Mr. Mohammed Mudarres, CEO of SISCO, stated that SISCO has been evaluating various opportunities in this area as part of its strategy to expand and diversify its business, and found these services to be in great demand in Saudi Arabia. The agreement with Stork Technical Services was confirmed because of Stork’s excellent reputation and high quality performance in the area of providing specialised services.

Mr. Doug Meikle, CEO of Stork Technical Services, also declared that his company’s expansion in the Middle East and in particular Saudi Arabia is one of the key strategies the company has been planning for the last few years. Stork through establishing its presence in the area will endeavor to transfer technical know-how by training Saudi youths in these specialized areas. Mr. Meikle also announced that Stork considers the Saudi market as one of the most promising markets in the region in terms of projects and expansions in the oil & gas, petrochemical and energy sectors.

The company will strive to recruit and train young Saudis in various technical, vocational and administrational areas, as it is considered one of the key strategies to sustain its business and growth in Saudi Arabia.
“Just stick your finger in the desert and oil comes up – that’s history now in Kuwait.”

Kuwait is a small oil-producing state, about half as big as the Netherlands, but it has the world’s sixth-largest oil reserves. And the complete downstream industry is our market.

This year will be the best in the past 10 years. But achieving that has taken a lot of time and energy by Soesman and his team: “In the Middle East it’s all about trust, knowledge and price. So you have to focus very clearly on the things you are going to spend your time and energy on. We’ve started to completely redesign our process. To do that we first defined what we want to achieve, and on that basis we set up our sales activity. That means we’ve switched from a reactive to a sales proactive approach. You need to have a clear view of your entire supply chain, and all your documentation has to be in order, before you can even think about visiting a customer. That’s the stage we’ve now reached.”

Stork operates in this region under the Cooperheat brandname, even though it was back in 1999 when Stork acquired that company. Cooperheat was a UK company that started its operations in the Middle East in 1995. “That’s a very important factor for people in Kuwait – how long your company has been based there. Because that’s what trust is based on. The brand name has always been Cooperheat, although we’re now working on linking it to the Stork name, and from next year we’ll be called Stork Technical Services Kuwait.”

“What’s the weather like in the Netherlands? Here the temperature is 43 degrees, so it’s starting to cool down a bit!”, says Roderick Soesman, country manager of Stork Technical Services in Kuwait.
One of the biggest customers is KNPC (Kuwait National Petroleum Corporation), the state-owned company that operates all the refineries in Kuwait. They’ve again chosen Stork and have signed a 5-year contract for on-line leak sealing.

“When I first came here two years ago, I knew the contract was running out and that we needed to win it once again”, Soesman explains. “It was an absolute ‘must win’. And we’ve now succeeded in doing that.”

“A refinery like this has a turnover value of at least several hundred thousand euro a day. So if there’s a leak, you can’t just shut everything down while you sort it out. That’s why we have four teams on standby 24/7 that can use a number of methods to stop leaks without shutting down the whole operation. This method of sealing leaks saves a huge amount of money because there’s no lost production. It also increases safety, because every leak is a potential hazard.

That means we can offer the customer a lot of added value by being on the spot quickly and working accurately,” Next to LeakSealing, Stork Technical Services also does a lot of work on inspections and heat treatment in Kuwait.

There are still a few challenges to be addressed in Kuwait. “We have to make sure we keep a strong focus on the customer”, says Soesman. “As well as that, continuity is a big challenge. We have to keep our cost structure under close control so we can make attractive tenders while keeping our quality high. Because if you don’t deliver quality you can forget it. You have to be on the ball if you want to stay successful here.”

“People used to joke that in Kuwait you just had to stick your finger into the desert and oil came up. But it’s not so easy nowadays, and it costs more money all the time to get oil out of the ground. The added value of Stork Technical Services is closely related to the fact that the installations here are ageing. The customer wants more production, but they’re using equipment that’s getting older all the time, and they also have constantly increasing safety demands. These can sometimes be conflicting requirements. But Stork can contribute to achieving all of them through the know-how and expertise that we’ve built up by maintaining older plants in Europe, which on average are 20 years older. That’s also an important distinguishing capability of Stork here in this region.”

Roderick Soesman is staying in Kuwait for another two months. After that he’s returning to the Netherlands for an assignment at Chemelot, with another Stork unit in Eindhoven. That will be a new challenge. But with the know-how and expertise that he’s gained in Kuwait, he’s looking forward to it with confidence.
It works both ways:

the Stork Technical Services
Traineeship

After winning a number of prizes and gaining high satisfaction scores from trainees and colleagues, Stork Technical Services is looking forward to another 12 years of Traineeships.

These give a new generation of ambitious graduates the opportunity to follow a fast-track program that gives them the knowledge and skills they need for leadership positions within Stork. After completing these programs the trainees are potential successors to today’s managers, and at the same time they bring with them a fresh outlook. It works both ways, benefiting both Stork Technical Services and the trainees themselves.
For trainees the Traineeship is a great step in their careers. During a two-year period they work on four projects, each with its own specific challenges. At one stage the trainees are responsible for improving Hands On Tools Time (HOTT), organizing the workshop so that it’s better able to meet customers’ wishes, or optimizing inventory management. While at another stage they leave the workshop to make a contribution to strategic planning, developing financial reporting or reducing purchasing costs. That means on the one hand they’re working closely together with customers, technical specialists from the workplace and operational managers, and on the other hand with senior management or consultants. All at both national and international levels. That means tremendous dynamics and a highly challenging working environment. But the trainees aren’t working alone – they are assigned a senior manager as mentor, and follow a personal development track with knowledge-intensive training sessions during the two-year Traineeship.

For Stork Technical Services the Traineeship means the company gains access to highly qualified new personnel. The trainees provide operational support and have a fresh view of things. As well as dealing with operational challenges they contribute a lot of improvement initiatives. The experience the trainees gain during their assignments helps to prepare them for future management roles. And because their assignments are located throughout the organization they develop a ‘helicopter view’ that enables them to relate to a wide range of initiatives within Stork. After the Traineeship the roles they take up are matched to their own individual preferences and skills. That means the trainees get the positions for which they are best suited, which benefits both themselves and Stork. Former trainees are currently working in sales, HR and in operational roles, for example as Unit Manager, Regional Manager, Business Improvement Manager and Business Controller.

The content of the Traineeship program is constantly adjusted and updated to match the changing needs of all those involved – new graduate recruits, trainees and Stork Technical Services.

“In my present assignment I’m learning how to translate the customer’s wishes into operational actions.”

Henriette Tas

Graduate recruits – Last year the selection procedure was reviewed to make it better matched to the needs of graduates. Trainee assessments were formerly carried out by an external agency. This meant that at Stork we were not involved in assessing our own inflow of new management talent, which seemed to be quite strange. As well as that, we wanted to be more objective and to get away from the dull image of just ‘adding up figures’ in the assessments. And while candidates still have to take an IQ test and fill in a personality questionnaire, they now also get involved in a Business Game which we have developed in-house. Candidates are invited to spend a day at our head office to experience the world of Stork Technical Services for themselves: visiting customers, solving complex problems, working in teams, making presentations to the Board of Management and of course winning orders for Stork Technical Services!

The history of Stork lies largely in the Netherlands, but the company has expanded its international operations strongly in recent years and now has a clear global footprint. The Traineeship is developing in line with this trend. Trainees work on assignments around the world, and currently trainees are working together with Stork Technical Services’ customers on operations in for example: The United States, New Zealand, Kuwait and Belgium.

Trainees – A joint development process is a good thing, but each individual is different, with specific qualities and areas for development. For this reason Stork offers its trainees a personal development process in which the core values of Stork Technical Services are interwoven. Through training sessions and coaching the trainees are challenged to develop their skills to the full, while they can themselves still influence the improvement points on which they need to focus in future assignments. This means the trainees are themselves giving direction to their careers, while at the same time Stork’s most important competences are being developed.

“It’s incredibly beneficial that you’re given a lot of responsibility and freedom. That means you really get to know Stork Technical Services.”

Nikki Schutte

In brief, this solid Traineeship program delivers benefits in both the short term and the long term for ambitious young high potentials, as well as for the entire Stork Technical Services organisation. We’re looking forward to the next 12 years of Stork Technical Services Traineeships!

*) Best Traineeship 2009, Best Traineeship 2006
STORK TECHNICAL SERVICES IS THE EXPERT PROVIDER OF ASSET OPTIMISATION AND INTEGRITY MANAGEMENT SERVICES TO THE GLOBAL OIL & GAS, CHEMICAL AND POWER INDUSTRIES.

Stork Technical Services is dedicated to improving asset integrity for clients throughout the asset lifecycle. Our services are tailored to help our clients optimise performance by maintaining, repairing and modifying major assets. We work as one team; a team committed to continuity, quality, innovation and cost efficiency to ensure that we add value throughout the asset lifecycle with safety always as our first priority. For our clients, we aim to be their ONE partner for life.