



Welcome to Gasman News, the magazine for staff, friends and associates of Wilcock Consultants.

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GASMAN NEWS

Welcome to another edition of Gasman News.

In a few weeks time the Company celebrates its twenty fifth year of business. In 1994 every new business with aspirations had to own a state-of-the-art fax machine. The words cyber, cloud and cookies had a different meaning and the words Brexit and malware hadn't even been invented. It was a simpler world (probably). So here we are twenty five years on, still with the same business model, which some would argue isn't very progressive. But with the help of good people to work with, loyal clients and a little bit of luck the model has been consistently reliable. If it ain't broke

We still continue to promote the business through motor bike racing. For many years we supported Barrovian Dan Stewart who achieved a very high profile at the

Isle of Man TT, including the Privateers Championship in 2012 and a personal best lap at 129.077mph, making him one of the fastest ever riders round the TT course in 2013 when he recorded that speed.

Last year and again this year we are supporting Manxman Mikey Evans. He is an outstanding young prospect as a TT rider, having previously won three Manx Grand Prix. 2018 was his first step up to the full TT with more powerful bikes. We fully expect him to continue his development as a TT rider in 2019. As part of his preparation he will be competing in the early season British Championship meetings and for the first time he will compete in another classic road race event, the Ulster Grand Prix. We need a hot, dry summer again. What are the chances?

Graham Wilcock,
Managing Director

WILCOCKS CELEBRATE 2018 ACHILLES VERIFY UVDB AUDIT RESULTS

On 10th and 11th September 2018 Wilcock's underwent the annual Achilles audit. This involved a full audit of Wilcock's Quality, Health & Safety and Environmental Management Systems and a site audit against Achilles UVDB standards.

Helen Colwill (Wilcock QHSE Compliance Manager), Eric Dodd (Wilcock Project Engineer) and Jordan Dodd (Wilcock Audit Apprentice) hosted Fay Meachin (Achilles Auditor) for the 2 days.

The audit went extremely well and we were thrilled with the scores which are as below:



Pictured are Jordan Dodd, Helen Colwill and Fay Meachin at the site audit

	Management System Evaluation	Onsite Assessment
Health & Safety	99%	99%
Environment	98%	100%
Quality	100%	100%
Corporate Social Responsibility	100%	100%



SATISFACTION SURVEY – THANK YOU!

A big thank you to everyone who completed the satisfaction survey issued in January 2019.

Due to the great response Wilcock's have made a £50 donation to the Alzheimer's Society. We greatly appreciate your feedback which allows us to improve our operations/procedures and we received some very positive comments regarding the service we provide:



"I have always found the Accounts/payment team incredibly helpful."

"Very pleased with the support and service I receive."

"I have only been on the Wilcock books for a few weeks but already the experience has been positive, I find the staff and systems very friendly and efficient."

DATES FOR THE DIARY

Date: Wednesday 20th March 2019

Event: Sir Denis Rooke Memorial Lecture

Location: The King's Fund,
11-13 Cavendish Square, London

Date: Wednesday 3rd April 2019

Event: IGE – Gas Utilisation,
Blueprint for the Future

Location: The National Conference Centre,
Solihull

Date: Wednesday 1st May 2019

Event: Section AGM and YPPC Section Heat

Location: University of Salford

Date: Wednesday 15th May 2019

Event: IGE Annual General Meeting / Gas
Industry Awards Lunch

Location: London Hilton on Park Lane



Further details for these events can be found on the IGE Website.

www.igem.org.uk



WILCOCK AUDITOR TRAINING DAY

Wilcock's manage the contract to audit MAM (Meter Asset Manager) and AMI (Approved Meter Installer) applications and renewals. This is an Ofgem initiative, administered on their behalf by SPAA (Supply Point Administration Agreement) to whom we report.

On 10th January 2019 Wilcock's held an Auditor Training Day at IGE House in Kegworth. The training day was an opportunity to review contract operations for the previous year and to confirm operations for 2019.

The event was well attended by current and new Auditors and covered: Wilcock Head Office and Team Structure; Health, Safety and Environmental Issues; SPAA Organisation; Processes and Procedures; AMI and MAM Guidance; Contractual

KPI's and AuditForm Training.

The training day proved to be a very successful interactive event and it was a great opportunity to meet everyone and to put names to faces. Thank you to everyone who attended and for making the event such a success.

The photo shows - back row left to right: David Haddock – Wilcock Account Manager, Jordan Dodd – Wilcock Audit Admin Apprentice, Peter Thorp – Wilcock Auditor, Alan Eccleston – Wilcock Auditor, Darta Valtere – Senior Metering Analyst SPAA, Alan Johnson – Wilcock Auditor and Bill Lithgow – Wilcock Auditor.

Front row left to right: Vic Tuffen – Lead Auditor, Helen Colwill – Wilcock QHSE Compliance Manager and Howard Nichols – Wilcock Auditor.

DRIVER DISTRACTION – A REMINDER

In 2016, out of 1445 fatal crashes in Britain that resulted in one or more deaths, the police recorded 397 incidences of the contributory factor of "failure to look" and a further 140 incidences of the contributory factors of driver in-vehicle distractions, distractions outside the vehicle, and phone use.

A recent survey by Brake and Direct Line revealed many drivers admit to performing distracting secondary tasks. One of the most dangerous distractions is mobile phones but other distractions can involve any one, or more, of the following:

- Visual (reading screens and sat navs, looking at objects and people outside the vehicle unrelated to the driving task);
- Mental (thinking about something else, conversations with passengers and phone calls);
- Physical (typing, smoking, eating and drinking); and

- Auditory (listening to someone on the phone, music and noises outside the vehicle).

Distractions impede driver ability to spot hazards and react in time. Distractions vary in effect on drivers, depending on timing, intensity, duration, frequency, resumability (the extent to which the driving task can be halted and resumed efficiently) and the 'hang-over effect' (the mental distraction that remains once a task is completed).

Distraction is a difficult risk to manage, but drivers can take some simple steps to avoid becoming distracted.

If you need to do something distracting, find a safe place to pull over. By planning so that you are not trying to drive and do other tasks at the same time, you can reduce the likelihood of becoming distracted in the vehicle.

For all the latest news, follow: @WCLtd and Wilcock Consultants Ltd at



Certificate Number 2456

