

**TOTAL SERVICE —
FROM START TO FINISH**

1 Information Gathering

- Establish job type, equipment needs and conformance requirements as well as purchase order number and anticipated ship-out date

Pre-Job Activities & Site Survey

- Conduct site survey with company reps and rig managers
- Create detailed pre-job P&ID drawings with pipe measurements, bends and elevation changes
- Establish equipment list; complete all testing, preparation and staging of equipment prior to job packet assembly

3

Job Order Shipping Procedure

- Equipment list given to dispatchers; work order is created and compared to equipment list
- Shop personnel pull and test all equipment; dispatchers confirm equipment is present and loaded for shipment

2

Packet Assembly

- Job packets include job safety analysis forms; job tickets; correspondences related to the job; P&ID drawings; delivery tickets; equipment test charts; and an equipment checklist detailing serial numbers
- Also included are job packet, site survey and offshore service ticket procedure checklists

4

5 Rig Up Layout / Serial Number Logging

- Concentric's offshore technicians create a line diagram of rig up, referencing each piece of equipment (serial numbers included) used in the flow line

6

Post-Job P&ID and Usage Report

- Plumbing schematics account for each piece of equipment used in the flow line
- Post-job P&IDs are completed; average of equipment used is recorded
- Generate equipment usage reports, referencing used and unused equipment

7

Customer Portal

- Concentric's real-time customer portal, Opus, is used to manage all aspects of a job; allows generation of 1502 checklist and enables customers to view assets out and cost accrued each day via unique username and password anticipated ship-out date

8

Job Folder

- A job folder, which includes pictures, charts, reports and a scanned copy of the job packet is created and placed in a deepwater folder

9 Debriefing

- If results are not as anticipated, a meeting is held to discuss the problem
- Debriefings include offshore personnel, operations management and sales representatives and are recorded by QHSE manager and saved to the job file

10

Gen II Data Extraction

- Generation II Manifolds monitor job variables and store the data in comma-delimited format on local Wolverine touch screen PLC
- Data is extracted and placed in job folder on server; if a customer requests a viewing, the data is converted to line graphs