

Russia and UK



Providing the man for the job

Summary: Oilbase Management’s logistics recruitment team exceed customer expectations to ensure technician gets from London to Sakhalin Island on time.

Challenge

A major OBM client needed a technician in Sakhalin Island urgently. The team quickly sourced the specialist and all arrangements were made however, an unexpected last minute 50 mile diversion to collect travel documents put in doubt the chances of the technician boarding his flight to Moscow on time. Taxis were hard to come by during the rush hour and the technician was unfamiliar with London. The challenge was to ensure that he made his flight and that the client’s need was fulfilled.

Solution

Team members called train stations, kept the airport check-in advised, accessed bus and train schedules, guiding their man across town by feeding instructions to him via his mobile phone.

Results

The technician caught his flight to Moscow and the client was able to meet their deadline.

In common with many other recruitment companies OBM find and place people whose skills match their clients’ needs. But as Heather Kennedy, the team’s Recruitment Coordinator said, “Whereas others see placement as the end of the recruitment process, to OBM this is only the beginning. We stay in close contact with customer and contractor from recruitment right through to the end of the contract.”



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As demand for oil rises, so does demand for skilled people. This simple fact is not lost on Oilbase Management (OBM), ASCO's specialist logistics and supply chain recruitment company. The recruitment team's main focus is on providing high level customer service by finding and placing people whose skills match their clients' needs. But as Heather Kennedy, the team's Recruitment Coordinator said, "That is only part of the story. We stay in close contact with the customer and the contractor from recruitment to placement and right through to the end of the contract."

The team is self-contained, with all aspects of invoicing, administration and recruitment handled in-house. They are responsible for taking care of over 100 core personnel, ensuring, among other things, that their certification and training records are kept up to date.

"There's no such thing as a normal day for us," said Heather. "In addition to our routine tasks, we might have to organise shore side logistics for a medical evacuation or phone around at

three in the morning trying to find beds for stranded personnel."

On one occasion, the team sourced a technical specialist for an oil major in Sakhalin Island. They booked flights, arranged a visa and ensured that all paperwork was ready for Peter, the technician, to collect from the Russian embassy on the morning of his flight from London Heathrow to Moscow.

"We even arranged a hotel room next door to the embassy so that Peter could just jump out of bed, collect his documents and head for the airport," said Heather.

Job done? Not quite. As planned, the technician packed his bags and headed to the Russian embassy to collect his documents but instructions supplied by a third party resulted in Peter's documents being sent in error to an office 50 miles away across London.

"Taxis were hard to come by during rush hour and Peter was unfamiliar with London, so we had to find a way to get him across the city to collect his

documents and then on to Heathrow in time to catch his flight," said Heather. "We called train stations, kept the airport check-in advised, searched London Transport, Underground and bus schedules, steering our man across town as we planned each leg of his journey.

Thankfully, his mobile phone was fully charged."

The story had a happy ending. The team successfully re-united man and documents and got Peter safely on his Moscow flight.

OBM have supplied specialist logistics and supply chain recruitment services to the oil and gas industry for 30 years, sourcing Supply Chain Managers, Materials Coordinators, Drilling Materials Controllers and other skilled technicians like Peter. They have provided support to clients in Egypt, Ghana, Dubai, Qatar and Libya and their list of customers, including BP, Shell and Tullow Oil, reads like a Who's Who of the world's leading oil and gas operators.