

WHAT'S THE SCORE

www.score-group.com

October 2013



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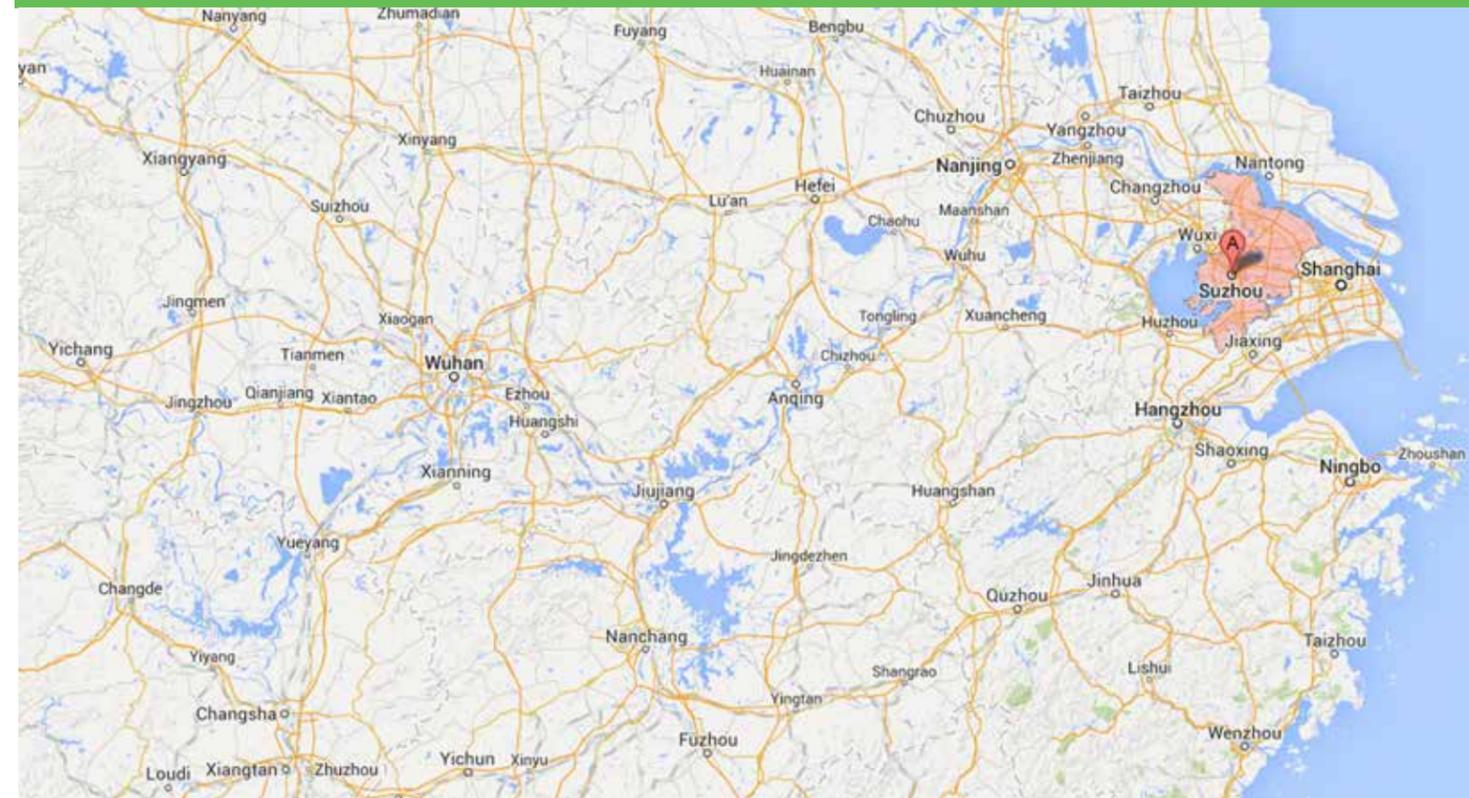
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Score Suzhou Limited, China Officially Open

On Tuesday 30th July 2013, Score Suzhou Limited held the opening ceremony of its office in Suzhou, China.

Charles Ritchie, Chairman of Score Group, Nelson Ritchie Score Group's Project Director and Score Suzhou's staff welcomed guest representatives from Score's suppliers, customers and agents to attend this simple but warm ceremony.

Harry Chen, Managing Director of Score China, introduced Charles and Nelson to the Score staff in China and their valued guests.

In the heat of typical summer weather in East China, Charles used the Chinese "Huan Yin Gui Bin" (Welcome honoured guests) to open his speech. He explained that, as a company from Scotland, Score Group works closely with our customers and suppliers throughout the world. With the opening of Score China, we expect that the level of business Score conducts in China will increase significantly in the next couple of years. Mr Ritchie added, "We want to ensure we provide quality service and support for our customers and suppliers along with an enthusiastic and helpful workforce in the region".



The Score Suzhou Premises

Nelson Ritchie also warmly welcomed the guests and wished all the best for Score China in this exciting new global location for Score Group.

Charles' granddaughters then cut the red ribbons to mark the end of the opening ceremony, but the new beginnings of this exciting new expansion for Score in China.

We would like to thank everyone who contributed articles for this issue. We are always looking for feedback, ideas and suggestions which we could consider to include as this is your newsletter. Contact us at STAMP-newsletterteam@score-group.com. The next issue of the newsletter will be released January 2014.

The Newsletter Team

Score Group Opens a Fraserburgh Office

On 12th September Score Group plc, officially opened its new satellite support base at 48 Broad Street in Fraserburgh. With global headquarters in Peterhead and operating from around 30 locations in more than 20 countries worldwide, Score is renowned as a world leader in the supply, service and repair of valves, gas turbines and related components for the oil, gas and energy industries.

In this exciting project which introduces new prospects and opportunities for both Score Group and the town, the new Fraserburgh team will provide support for existing Score operations as well as providing training and employment opportunities in the area.

The modernised and refurbished former Barnardo's premises now provides office accommodation with associated technology, including newly installed fibre optic broadband and other state-of-the-art equipment. The initial team of about 20 people comprises staff from the Web and Systems department of Score Training and Multimedia Productions, along with members of Score Europe's Project Department and Documentation Control unit. It is expected that this will only be the start of Score's presence in Fraserburgh and that within 24 months up to 50 posts will be based in Fraserburgh, with obvious benefits for the local economy and a stimulus for regeneration of Fraserburgh town centre.

In a welcoming speech to the assembled gathering of Score Group directors, Fraserburgh-based staff, local councillors and other business representatives, James Geddes, Officer-in-Charge of the Fraserburgh office outlined the present role and future plans for the new Fraserburgh initiative. He stressed the importance of providing skilled training and employment opportunities for ambitious local school leavers and others in engineering and associated business and administrative fields and mentioned his own progress in the company from Fraserburgh school leaver, via Score apprentice (No. 7), to

his present position of Commercial Director of Score (Europe) Limited.

Charles Ritchie, Chairman of Score Group plc, who founded the company more than 30 years ago and has strong family and business connections with the local area made an impassioned plea for local businesses and companies to follow Score's lead and to invest with optimism and enthusiasm in making their own contribution to helping re-invigorate the Fraserburgh local economy. In remarks delivered with the listening local councillors in mind, Mr Ritchie criticised the recent state of affairs where companies have been encouraged financially with bigger grants to move out of the area than to move into it. In an effort to reverse the trend of companies moving away from Fraserburgh, Score had financed its own move into Fraserburgh and had even provided the initiative and funds for fibre optic broadband to be installed in the Broadgate area of the town. He hoped that this would encourage other businesses to move into the town and recruit staff and trainees locally.

As one of the largest employers in the Buchan area, Score operates a highly regarded apprentice training scheme resulting in SQA Modern Apprenticeship qualifications for engineers and also for Business Administration and Multimedia trainees. Mr Ritchie expressed his personal regret that the merger of Banff And Buchan College with Aberdeen Technical College now meant that many local apprentices and trainees, including Score's multimedia trainees, now have to travel to Aberdeen for part of their courses.

Finally, in a plea to common sense and with the best interests of local people and businesses at heart, Mr Ritchie urged the local public, businesses and politicians to follow Score's example and do whatever they can to encourage business start-up and expansion in Fraserburgh.



Score Group at Offshore Europe 2013

Offshore Europe celebrated its 40th birthday this year by delivering the biggest show to date. Over 1500 companies exhibited, attracting more than 63,000 visitors to the show which ran between 3-6 September at the Aberdeen Exhibition and Conference Centre.

Score Group took the opportunity to showcase the Score Diagnostics range of products as the main focus with Score Europe, Subsea, Energy and Training all also represented. With various products being demonstrated, visual displays on show, as well as associated literature available, the stand crew were kept extremely busy from doors open through till 6pm each night. During the week, a large volume of new contacts was acquired, some of which are now being actively followed-up across all represented Score companies. The show also gave the opportunity for Score's sales teams to meet up with existing and potential new clients.

A number of key events arranged by the show organisers in conjunction with major industry bodies also took place during the week, one of which was encouraging girls into the Oil and Gas industry. Score Group has actively promoted and pursued this for many years and it is hoped that this push at such a major event will inspire Score's future apprentice intake to include more girls in the coming months and years.

Score Group exhibits at a number of selected shows each year, each one targeted with a specific aim, be it location, product, emerging market or awareness of the company's extensive capabilities. The next show on the agenda is Offshore Energy which is taking place in Amsterdam this month focusing on valve and diagnostics services and products.



 Score **Diagnostics Limited**
Intelligent Valve Monitoring™
www.score-group.com

 Score **(Europe) Limited**
Intelligent Valve Management™
www.score-europe.com

Score **Diagnostics Limited** &
Score **(Europe) Limited** will be
exhibiting at Offshore Energy 2013.

Come and pay us a visit at stand 10.103.

15th & 16th October 2013,

Stand Number
10.103

 **OFFSHORE
ENERGY 13**

15 & 16 OCTOBER 2013
AMSTERDAM | THE NETHERLANDS

Awards Success for HYCROME (EUROPE) LIMITED



Hycrome (Europe) Limited attended The Burnley Business Awards on the 20th June 2013 held at Towneley Hall, Burnley. This event is held every 2 years and we once again were delighted to receive awards at this prestigious biennial event.

category. This shows that we are recognised as a top employer in the region and credit goes to everyone who was involved in achieving this. We will continue to develop our business and invest in our personnel to allow us to move forward and achieve further success in the future.

- Hycrome won two awards:
1. Young Employee of the Year, which was awarded to Zayanah Mansor
 2. Apprentice Employer of the Year

The Burnley Business Awards which is a council organised evening brings businesses together from across the North West region to celebrate and award excellence in this thriving community and area.

Hycrome was also 'Highly Commended' in the Innovation



Apprentice Employer of the Year



Young Employee of the Year

Score Peterhead Graduates 2013

The annual Banff and Buchan College graduation ceremony was held on Saturday 5th of October at the main campus in Fraserburgh. Once again, Score Group was at the forefront of achievements with a proud total of forty-six graduates at this year's ceremony.

The company's engineering students once again took the vast majority of the honours not only at Higher National Certificate (HNC) level but eight at Diploma (HND) level. These are from a range of disciplines including engineering and electrical.

In addition, Score's Accounts department and Score Training were again represented with HNC's in Accounts and Interactive Media respectively.

pursuit of further knowledge and are continuing with additional qualifications. Score will continue to support them in this journey.

Score Group is committed to continuing its training provision in the years ahead in order that the future skills, experience and knowledge is not merely maintained but grows year on year. The Group's highly commended apprenticeship scheme is stronger than ever and in many ways is the backbone of the company's success and continued expansion globally. Leading the way in technology in sectors such as condition monitoring and leak detection through to valve and industrial gas generator supply and service, the organisation values its team members and is greatly proud of their achievements.

(picture will be in the January 2014 Newsletter of all graduates)

A number of these graduates have already embarked on the

Score (Europe) Limited Receive IMechE Accreditation

Score (Europe) Limited has been accredited by the Institution of Mechanical Engineers (IMechE) for the development of Incorporated (IEng) and Chartered Engineers (CEng). The accreditation was awarded in September after the committee performed a site visit to Score Europe's head office in Peterhead back in August. The IMechE auditors, Henry Fullerton and John Blacklock, were on that day in the very capable hands of Mike



Billington, Engineering Director, and J Bruce Buchan, Training Engineer. The accreditation is endorsed through to late 2016.

The committee particularly noted a number of key areas where the

company were excelling. This included a clear and high level of support and commitment to the training and development of all employees, the high provision of prolonged workshop training and achieving of SVQ level 3 workshop practice, mentors within Score being themselves IMechE registered, Score's scheme being controlled and documented under the ISO9000 compliant scheme among other positive attributes.

Score has a very close relationship with the IMechE and this has increased over the years with its involvement on various committees, events and exhibitions, and will only continue.

New Score Group & Peterhead Initiative

CAREER ACADEMIES

Score Group has partnered up with Peterhead Academy in a new UK-wide schools initiative. Careers Academies UK is a registered charity with an advisory board of senior business leaders throughout the UK. Its objective is to target middle-achieving students from a diverse range of ethnic and geographical backgrounds. What the students have in common is potential. The aim is to broaden the number of genuine choices they have about their future and career pathways, whilst bringing the worlds of business and education together through a powerful academic and vocational mix. Over 85% of graduates from the scheme consistently progress to higher education or employment. Careers Academies UK have over 1400 organisations supporting 184

Career Academies in school and colleges across the UK. This is the first time that this initiative has become available in the North East of Scotland and Peterhead Academy was selected as the only school in our area to take part.

Representatives from Score Europe's Supply Chain, HSE, HR and also Score Training will be involved initially, becoming Partners in Business over the next 2 year period on a 1-1 basis with chosen students. To date, our representatives have attended a briefing meeting along with various other organisations from the North East who are taking part. This is a different type of initiative from the normal work experience programme that Score is involved with, which will continue. This new scheme is aimed

at giving real life business/education advice, awareness, knowledge as well as experience over a far longer period. As a new program for the company it is not only going to be a new experience for these young people, but also for us.

All Score's Partners in Business are excited, although a little apprehensive, about this new challenge and opportunity for the company. All of Score's participants in the scheme have been selected from Peterhead Academy and we are delighted to be part of this. Watch this space for further updates over the next 2 years.

Latest News from CSL



WHAT'S NEW?

Constant Systems has welcomed their new Works Manager Tim Young who started with us in late June. In the 12 weeks he has been with us, many positive changes have been implemented to help improve efficiency within the business and to help progress employees in their careers. Tim has bought fresh ideas to the business and will be working closely with Richard Mallabar to take CSL to the next level. This will include, development and marketing of new machines, improving our current systems and training and development of all staff.

We would also like to welcome Sadie Sumpter as the new Service Supervisor. Sadie will bring a wealth of experience of customer

service, sales and will also bring fresh ideas to CSL.

We would like to announce that Andrew Moody has become our new Technical and Development Support Co-ordinator for CSL. Andrew who was previously our IMS Co-ordinator, is relishing his new role to help CSL develop our new High Flow Rate machinery and help improve our existing products. As Andrew has been with us for 4 years, he has gained a wealth of technical knowledge which will stand him in good stead for his new role. We would like to thank Andrew for all his efforts as the IMS Co-ordinator and for helping improve the quality and reliability of our products. He has left an excellent foundation for the new IMS Co-ordinator to carry on

the good work.

We welcome all three members in their new roles as part of the CSL Team.

More Good News..

We have established new business relationships with customers in new countries for CSL.

This will take our direct sales to 27 different countries in total. We also supply to 13 different distributors around the world, including a new distributor in India and also a new distributor to cover Australia and New Zealand.

Bruce Buchan Lounge Formally Named

BRUCE BUCHAN'S DEDICATION HONOURED BY SCORE AND FRASERBURGH F.C.

In a ceremony on Saturday 7th September, life-long Fraserburgh F.C. supporter and former assistant manager Bruce Buchan was honoured by the club in association with sponsors Score Group plc.

In the spacious and comfortable surroundings of the new hospitality lounge at the club's Bellslea Park, Score Group chairman Charles Ritchie stood up to address the large congregation enjoying the hospitality before kick-off in the P&J Highland League match against Forres Mechanics. It had been announced two weeks previously after the home match against Brora Rangers that Score would be the sponsor of the new lounge, but what was about to follow was known to very few.

Summoning a surprised and slightly bemused looking Bruce Buchan to join him in front of the new bar, Mr Ritchie suggested that over the years there had been very few people who had given as much to their local football club and community as Bruce had given to Fraserburgh F.C. and to his home town. He then asked Bruce to remove the cover and unveil the plaque naming the new sponsors lounge.

The warmth and extent of the applause was matched only by the large smile on Bruce's face as he pulled aside the cover to reveal a handsomely engraved plaque, obvious to all entering the lounge, which read:

**'The Bruce Buchan Lounge
Sponsored by Score Group plc
Opened by Bruce 7th Sept 2013'**

After thanking the club and Score Group for their kind gesture, Bruce was joined for further congratulations by Fraserburgh officials, supporters and former players including Finlay Noble, John Duthie (Towsie), Bertie Bowie, Rex Hunter, Billy Connon, Jimmy Young, Kenny Rodger and Neil Clark. Many of the people present offering their congratulations had known Bruce practically all their lives and some had also been work colleagues in the early days at the Consolidated Pneumatic Tool Company ('The Toolies') or later at Score Group.

Everyone present and associated with Fraserburgh F.C. remarked on Bruce's commitment to the club ever since, as a youngster, he first started watching the team play from over the top of the wall at the side of the ground. Many also referred to his meticulous and thoughtful attention to detail concerning club and team matters. Indeed, John Duthie (Towsie), who played for the club in the 1970's remembered how Bruce studied meteorological factors such as sun direction and angle and wind direction in almost scientific detail when analysing the best way to approach the next 45 minutes!

Although he never played for the team in the Highland



League, Bruce fulfilled many other roles, official and unofficial, for the club from the early 1970's onwards. After taking the necessary first-aid courses he became the team's 'sponge-man' and progressed to become assistant manager in the 1980's, going on to win five Aberdeenshire Shields in the 1990's, the Scottish Qualifying Cup in 1995-96, and culminating in the winning of the Highland League championship in 2001-02. These successes were achieved whilst working for Score Group, where he is currently Quality Director with Score (Europe) Limited.

Bruce's involvement with the SFA Youth Steering Group and his part in encouraging local youngsters to play football and become part of the club and community is something which gives him great satisfaction, and its importance in Fraserburgh cannot be overstated. Indeed many supporters and players past, present (and future) owe a great deal to Bruce Buchan for their enjoyment of football in 'The Broch'.

After the match, won 2-0 by Fraserburgh and sponsored by Score Energy Limited, Bruce retired to the newly named lounge with friends and colleagues to discuss the match, and hopefully, to come up with strategies for winning another league title.



A shell-shocked Bruce prepares to give his speech.

VITAL Development

It has been another busy year for the VITAL Skills system. Over 150 new modules have been created with an additional high number of module revisions and enhancements created over the same period. As mentioned a short time ago by Charles Ritchie, the standard and quality of the modules has also improved and the module development team are, as always, working hard to further improve with the assistance not only of the technical authorities of the modules but also through the feedback received from all users. As of the financial year-end (26th September), the total number of modules accessed for year 2012/13 increased by over 6% from 2011/12 final figure. Outwith bulletins, the most popular accessed modules on the system were MTM-041 General Health and Safety, MTM-078 Manual Handling, MTM-032 General Valves, closely followed by MTM-880 Score Competency Management System and a number of technical chart modules. Given that Score places the highest importance on safety, as well as development and training, it is marvellous

to see that VITAL Skills is playing its part in these promoted areas. Alongside this, calls to the VITAL helpdesk continue to fall; always a good sign.

There has been some development on the system over the last year which has introduced some features for the administration purposes. These features are now in operation and being utilised to their full capacity giving greater efficiency to the system. Some other changes have also been rolled out with other features in development and further plans being discussed for the future. This includes an upgrade for Internet Explorer 10 due soon. As always, as these are introduced, they will be announced through VITAL News which is updated each and every Friday morning.

We would like to take this opportunity to thank all who have provided suggestions, module content, assistance as well as feedback over the last year and encourage this to continue for this coming year and beyond. The system can only be populated and improved

with your input regardless of location or department, so please get in touch with your module requirements.

Finally, a note for all Glenugie users. The Glenugie Reception training room now has been upgraded with a number of Windows 7 PCs as well as current XP machines. These have been marked in order that this training room can be used by all users. Auto profile deletion scripts have also been deployed on these PCs to eliminate logon issues. Many thanks to our IT department for this upgrade and development.



Our Latest Apprentice Lectures

CHARLES RITCHIE – SCORE APPRENTICE LECTURE

On Friday 23rd August 2013 Charles Ritchie, Score Group Chairman, addressed the Peterhead-based apprentices and trainees, including 46 school leavers who joined the company at the recent summer intake.

After welcoming all newcomers into the Score 'family' Mr. Ritchie went on to outline, in his own inimitable and informal style, the expectations which he held for every Score employee in their personal and working lives. The importance of the Score values of 'Success through Commitment, Ownership, Respect and Excellence' was stressed.

His message was clear...if you always try your best, take your work and studies seriously, and are considerate and responsible then Score will look after you well throughout your career with the company. The skills which you will learn during your 6-year apprenticeship, combined with a commitment and loyalty

to the company, will ensure that you will be given every opportunity to progress further and become a valued and well rewarded long-term member of the team. Your progress will not be influenced in any way by your colour, gender, disability, sexual orientation, political convictions, religious belief or other factors which may give rise to discrimination.

As always, the health and safety of personnel is regarded as the most important thing for everyone at Score. After introducing, in a light-hearted way, the concept of the newton as the ever present unit of force, Mr Ritchie emphasised how safety in the workplace is ultimately all about the controlled use of those newtons. Then, with the aid of some powerful images he vividly conveyed the tragedy, devastation and damage which have resulted when safety issues are not fully recognised or addressed, resulting in huge energy forces being released and transferred uncontrollably during an industrial disaster.

Finally, in order to achieve excellence, and to gain the knowledge to work safely while always being aware of company expectations, targets and rules, Mr Ritchie emphasised the need for all apprentices and trainees to work regularly and diligently through our e-learning VITAL training modules.

Shortly before the end of his lecture Mr Ritchie introduced Dr Mahmoud al Farekh who eloquently repeated the sentiments of our Chairman that everyone in Score is treated equally, irrespective of ethnic background, colour or religion. Dr. al Farekh described his own position as a Muslim working with Score in Abu Dhabi and expressed his admiration for Score's success in being a well-respected equal opportunities employer in a world where divisions in society are often becoming increasingly apparent. His heart-felt speech was met with a warm round of applause from the young audience.

DRUGS ACTION

Although not obvious to most of us, a fact which cannot be ignored is that the North-East of Scotland shares a drug problem common to many other areas of the United Kingdom. It was with this in mind that Conrad Ritchie (Chairman of Score Training) invited Kenny Malcolm from an organisation called Drugs Action to deliver a lecture on Alcohol and Drug Awareness to all Score (Peterhead) apprentices and trainees in the Score Training VITAL Lecture Theatre on 16th August 2013.

In his introductory remarks Mr Ritchie emphasised that Score Group has a zero tolerance policy on drug abuse. However, the company realises the importance of raising awareness of the dangers of drugs, and also wishes to help staff members and their families who may be affected by the misuse of drugs.

Drugs Action, based in Aberdeen is committed to reducing drug-related harm. It also provides, in a non-judgemental way, a range of services to help drug users and their families. The main objective of Kenny's lecture to his young audience was to increase our knowledge of the potentially harmful effects of illegal drugs, 'legal highs' and alcohol, on our bodies and minds. Only then would the consequences of misuse and potential addiction on ourselves and others be understood and appreciated.

Kenny started his talk by considering alcohol abuse and the effects of this legal and readily available addictive drug which acts as a central nervous system depressant. These can include mental illness, dementia, cancer, heart disease, circulatory problems, liver disease, obesity and foetal alcohol syndrome among the 60 or so other diseases and conditions. There is no stated 'safe' level of consumption as different people react differently to the effects of the active ingredient, ethyl alcohol. However, on average, it is advised that women should not consume more than 2-3 units and men not more than 3-4 units daily, with 2 alcohol-free days every week. It is strongly advised that pregnant women and women wishing to start a family should abstain totally from drinking alcohol.

As well as the medical effects on our bodies, alcohol consumption is associated with violence, domestic abuse, workplace safety, road traffic accidents and other factors, with huge personal and wider society implications. Kenny stressed how important it is for each of us to be always aware of the likely effects of

alcohol on what might happen at, for example, a social night out. He recommended planning all stages of the event in terms almost similar to a risk assessment...in this way we would have more chance of getting home safe and sound afterwards!

Among the illegal drugs, cocaine in its various forms, eg crack cocaine, is a potentially dangerous and addictive stimulant with short-term and long-term physical and psychological effects, including anxiety, hyper-excitability and insomnia. Psychological dependency and overdosing may lead to increased risk taking, stress, family breakdowns, lost relationships, financial ruin and ultimately, death. When cocaine and alcohol are taken together the resultant cocaethylene is even more toxic and increases the chances of a heart attack occurring. It is clear that the devastating effects of these drugs on other people and on society in general cannot be overstated.

Kenny then went on to describe with the aid of a short DVD film, the increasing use of the unfortunately named 'legal highs' in the drug trade. Often manufactured abroad on an industrial or agricultural scale and without any quality control, these psychoactive drugs are legally imported into UK. However their effects, which can emulate powerful and addictive illegal drugs such as LSD and cocaine, are certainly not harmless. In theory they may be legal, but it is absolutely NOT the case that they are safe.

Kenny finished his address by stressing how important it is to be continually aware of new products which are constantly appearing in the drug trade if we are to be effective in our recognition of symptoms and treatment of the consequences. For example, some types of cannabis available now are much stronger than those available 12 years ago and there are also new 'legal high' compounds continually being manufactured, the health effects of which are largely unknown.

A helpful selection of information leaflets was provided for distribution among the audience before Leighton Willox, Managing Director of Score Training, thanked Kenny for his informative talk which increased our knowledge of the ever-present dangers of drugs in our community. Only by being fully informed, are we able to minimise the risk to ourselves and to our colleagues, friends and families.

For those wishing more information on any of the topics presented at this lecture, please contact :
Drugs Action, 7 Hadden Street, ABERDEEN, AB11 6NU. Tel: (01224) 594700.
Website: drugsaction.co.uk

Recent Events

FRASERBURGH ACADEMY CAREERS DAY

On 28th August Score attended Fraserburgh Academy's annual careers day.

Our main aim was to stimulate and motivate pupils from S2 upwards with regard to our type of business and to help them understand what working for Score would entail and to also highlight the wide variety of opportunities on offer to them. Our stand was very busy with a lot of the pupils asking about the best subject choices for their chosen career path. Many of the younger ones were still unsure what they wanted to do and all were advised to 'stick in' no matter what they eventually choose to do.

The acting head teacher also gave all the companies present a talk on the new grading system that's been

introduced to schools. This information will be very helpful in our recruitment selection.

Fraserburgh Academy



MINTLAW ACADEMY VISIT SCORE

On 30th August Score hosted a school visit for 4th year Mintlaw pupils who are currently on the Skill for Work programme. They were accompanied by Raymond Geddes – technical teacher and Gilbert Whyte from Banff and Buchan College.

The tour started off at the Training Centre with two of our first year apprentices showing them all the workshops, classroom and computer rooms and explaining about what the PEO L2 entails.

The pupils then came down to our Glenugie facilities and were given a detailed tour of all departments, including the Sales floor, by two of our apprentices.

They asked lots of questions and showed genuine interest in all the different types of valves and what their purpose was.

We then took everyone up to our Wellbank facility and were again shown round all the different areas by 2 apprentices, who answered all the questions that were asked. The pupils were particularly impressed with the turbine test cell and we took the opportunity here to arrange a group photo of their visit.

Lunch was provided after which the pupils had a go at dismantling a valve and

reassembling it again something which they all thoroughly enjoyed. Toby Knight then had a short informal chat with the group about the opportunities Score has to offer and provided an insight into his journey with Score so far.

The pupils and teachers thanked us for the tour and the teachers remarked on how impressed they were on the knowledge which our tour guides had shown.

Thanks to our apprentices who conducted the tours: Joe Dolman, Aliah Buchan Oliver Christie, Laura Mair, Martyn Gatt, Natasha Sutherland and Jack Lendrum



Mintlaw Academy Pupils in the Score Energy Test Cell