

# ISLANDER

*The Island Operating Magazine*

**ISLANDERS  
COMMIT**

to Working Safely





**PRESIDENT'S MESSAGE**

**GREGG FALGOUT**



**ISLANDERS COMMIT, I COMMIT**

In 2012, Island introduced **ZONE Zero** to our team in our quest to create an incident and accident free work environment. The progress has been steady and the team member buy-in has gained better traction every year. Since ZONE Zero's inception, recordables are down 72% and our Incident Rate is down 64%!

In 2016, we introduced the Islander's Believe campaign. The concept of this campaign was to ask ourselves the question: "Do I believe Zero accidents are possible?" Over time, more and more Islanders have answered, "Yes, Zero is possible."

Now in the summer of 2019, I am asking every Islander to make a statement, a commitment to safety, to themselves, and to Island Operating's **ZONE Zero Culture**. We are asking this in our latest chapter on Island's safety culture journey. We call this chapter ***Islanders Commit***.

I ask each and every one of you to make commitments to yourself, your coworkers, and your family. We want every Islander to have their own commitment to safety. My commitment is "I commit to doing everything in my power to make every Islander feel empowered to do the job safely or to shut the job down."

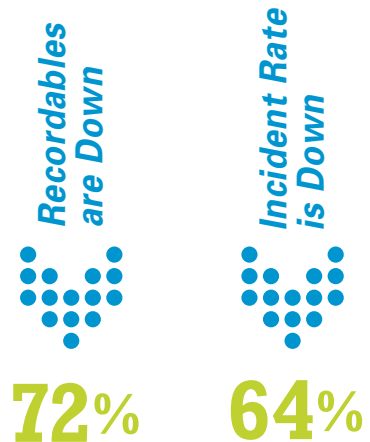
**My second commitment is more personal.** "I commit to always defer text messages and emails while driving." We all know texting and driving is wrong, but the temptation is there. Hence, "I can commit to never text and email while driving."

**I have made my commit to you and to myself.** I am now asking every Islander to be a part of this safety and lifestyle program. Will you commit to being safe every day? Will you commit to promoting the use of Stop Work Authority? Will you commit to being a safety mentor at work and at home?

**I commit to you that Island has your back. I commit to you that Island respects you.**

**I commit to keeping Island the best in the industry.**

*Gregg Falgout*





## LEARNING FROM A NEAR MISS IS A POWERFUL LESSON.

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ACTIVATE YOUR  
**Virtual Visit**  
ACCOUNT BEFORE  
YOU NEED IT!

[MDLIVE.com/bcbstx](https://www.mdlive.com/bcbstx)

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## FEATURES

### What is a "Near Miss"?

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A near miss is an unplanned event that had the potential to cause injury or damage but did not at this time. We all strive to be as safe as we possibly can. Learning from near misses and what not to do in the future are powerful lessons.

### ZONE Zero Winners

8

Winners of the ZONE Zero observation program are announced each quarter. Islanders are encouraged to submit observation cards based on their own observations while on the job, or at home. Reporting incidents, near misses, areas that need improvement, or just general safety "moments", keeps everyone in the Z.O.N.E.

### An Introduction to Islander's Commit Campaign

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The ZONE Zero movement towards zero accidents gets personal with the company shifting from a belief to a commitment, prompting the new slogan "Islanders **Commit**."

### Virtual Visits

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Convenient healthcare at your fingertips! You and your covered dependents can speak with an MDLive doctor 24 hours a day, 7 days a week. The average wait time is less than 20 minutes. Activate your Virtual Visit account now before you need it.

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# What is a “Near Miss”?

ZONE ZERO

You are driving when your favorite song comes on the radio and you reach over to crank up the volume, or maybe your phone alerts that a call or text just came through and you look over to see who it is, or maybe you begin to daydream about what your weekend plans are. In any case, you look back up at the road and you see bright red brake lights right in front of you! You immediately slam on the brakes, tires begin to smoke, and you brace yourself for impact. Thankfully, you are able to stop before impact and barely miss getting into an accident. After you take a deep breath and your heart stops pounding out of your chest, you think to yourself “I need to be more careful”. You have just experienced a “Near Miss”.

**Take every near miss seriously and use it as an opportunity to learn from it.**

You can call it what you wish: near miss, near hit, close call, near collision, or a narrow escape. We have all experienced it at one time or another and they all mean the same thing, an unplanned event that had the potential to cause injury or damage but did not this time. Although nothing happened this time, given a slight shift in time, or change in position, an injury or damage likely would have occurred.

In the above scenario, imagine if the driver had taken just a second or two to reach over and swipe that phone screen to answer that call. The outcome would be quite different and a rear end collision most likely would have taken place. Now we are dealing with a completely different situation. A near miss such as the one described above should immediately send up a warning flag that something is wrong. What's more, if nothing is done it could happen again and result in an accident or injury.

## So what can we do if a near miss occurs?

First and foremost, we need to take every near miss seriously and use it as an opportunity to reflect, to learn from it, and think about how we can improve, so as to not repeat this incident.

**Reflect** Think about not only what happened, but more importantly what could have happened. Have a conversation with your crew and ask them for feedback from their perspective.

**Learn** How can we avoid recurrence? Rethink the situation and how it could, and should, be done differently. Remember – Every Voice Matters and everyone on the facility should offer their ideas and suggestions on ways to prevent future incidents.

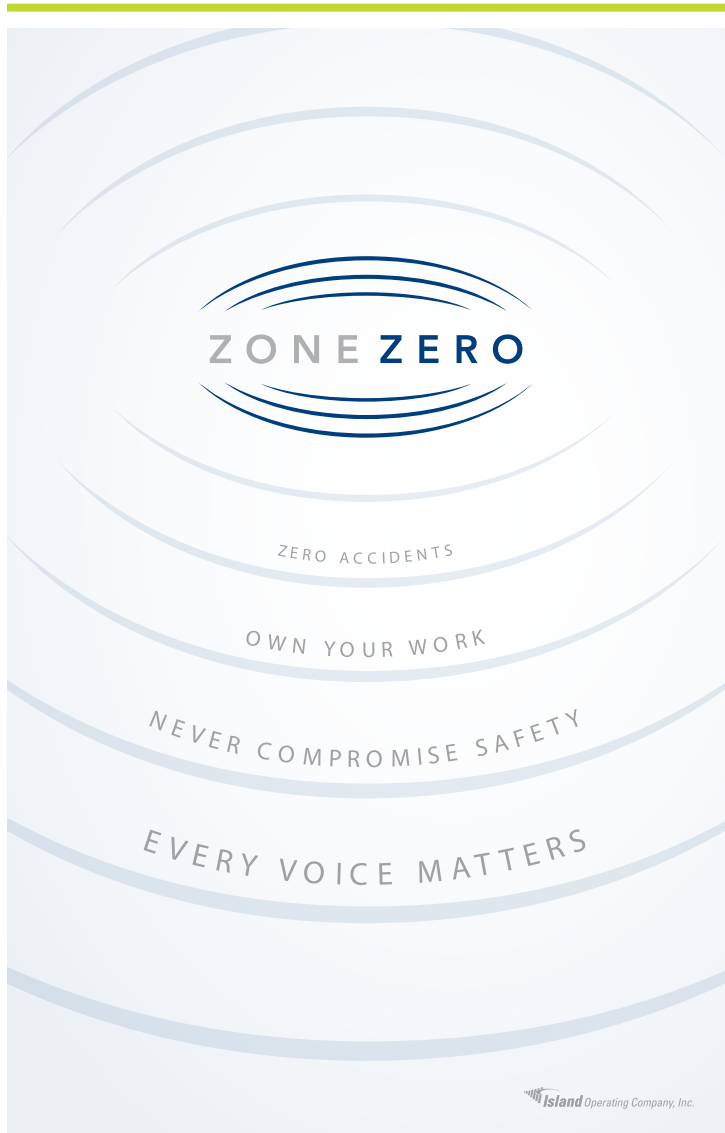
**Improve** We all strive to be as safe as we possibly can. Learning from near misses and what not to do in the future are powerful lessons. An example of this is going back and reviewing the JSA for the task where the near miss occurred. Is there a hazard or condition that was missed or not identified? How do we adjust and what did we do about it? Sharing this information with the other crew is critical so they don't make the same mistake.

## Avoid the temptation to write off a near miss as a “No Harm – No Foul” event or situation.

A near miss may be a precursor or warning sign that an accident or incident will likely occur. History has shown that both serious and catastrophic events were often preceded by one or more warning signs that were unfortunately ignored. Remember, “There is no undo button on accidents”. The results cannot be changed or altered. What's done is done, but we can and must learn a very valuable lesson from near misses.

Finally, a near miss is a cheaper learning tool than learning from an actual accident. In fact, it represents almost zero cost! So remember – the next time you barely avoid an accident, don't pass it off as a lucky break. Examine what happened and how that same close call can be prevented from endangering you or anyone else in the future.

Island's ZONE Zero program plays a big role in improving safety and near misses.



### Ensuring Success

Organizations that implement near-miss programs credit them with improving safety, OSHA states. Island Operating has been running its current safety program for seven years. After the first full year of ZONE Zero, the company's recordable number fell significantly. Island CEO Gregg Falgout says the company's performance is getting better each year, with 2018 reportedly their second best in the company's history.

This success is dependent on the support of all employees. "If it's not supported by all levels of the organization and positively reinforced at all levels, then it's not going to be effective. The success of our program is a direct reflection of our entire team's commitment to safety," Falgout says.

*Islander's commitment to safety awareness and Near Miss reporting undoubtedly prevented numerous injuries and incidents.*

# CONSISTENCY IS WHAT TRANSFORMS AVERAGE INTO EXCELLENCE

The following employees scored a perfect 100 on their T2 Basic or T2 Refresher course and received ZONE Zero points.

### 100% T2 BASIC

Jeff Elfert	Justin Johnson
Dane Legnon	Phillip Neil Broussard
Eric Stephens	James Hawley
William Kays	James Nall
Aaron Leblanc	Jasmond Jones
Christopher Maloney	Gene Callahan
Nathan McBride	George Heard
Dalton Bouley	Uriah Langston
Drake Baudoin	Ty Martin
Garrett Welch	Timothy Reed

### 100% MMS REFRESHER

Chad Gerald	Brad Guree
Terry Couvillon	Aaron Saporito
John Gaudet	Roger Strackbein
Joseph Babin	James Garcia
Van Johnson, Jr.	Royce Gipson
Robert Roosa	Christopher Andrepont
Brad Domangue	Hugh Hession
Robert Wayne Hebert	Damon Savoie
Joseph Primeaux	Charles White
Kevin Fontenot	Lee Ethridge
Brandon James	Zachary Mullen
Laurence McLaurin	Easton Sisk
Joseph Stump	John David
Jeremy Broussard	Kevin Lanerie
Timothy Lege	Burnell Roberson
Kendall Arnaud	Darren Bird

Log in to the Employee Dashboard at [www.islandoperating.com](http://www.islandoperating.com) to access the E-Library and all of Island's policies.

### Equal Employment Opportunity Policy

Island Operating Company, Inc. is committed to providing equal employment opportunity to all employees and applicants for employment regardless of age, race, creed, national origin, sex, religion, veteran status, disability, sexual orientation, or any other characteristic prohibited by law. Our Management is dedicated to ensuring the fulfillment of this policy with respect to hiring, selection for training, promotion, transfer, rates of pay or other forms of compensation, and general treatment during employment. We expect everyone to show understanding and consideration to fellow employees and to respect and observe this policy.

## HARD HATS OFF

Hats off to the following Island Operators for their commitment to safety and embracing a ZONE Zero mindset.

### BRIAN CHAMPAGNE

**Brian Champagne** observed that the mechanics on the platform were sent to change the muffler on the gas compressor. They had no place to tie off, so they stopped the job and ordered a work basket. Once basket arrived and they were about to start the job, they had to stop the job again because the fog was so thick the crane operator could not see the personnel in the basket. Once the fog cleared up, they completed the job. **Brian, a double thank you for using your SWA twice when the job could not be done safely. This is exactly what we want from our Island Team Members. There is no job that is so important that we will compromise safety. Your leadership will keep our guys safe. Thanks for a job well done!**

### DAMON SAVOIE

While making rounds, **Damon Savoie** noticed gas blowing near the gas lift header. He walked up to find a hole in the header. He notified the PIC and made a phone call to the construction crew to come by and replace a section of the gas lift header. He flagged the header as out of service until it was repaired. **Damon, thanks for placing the header OOS when the leak was detected. You made the right call and took the right action. Thanks for being a safety leader.**

### AARON LEBLANC

While doing pre-use for back-loading the boat with the production side crane, **Aaron LeBlanc** noticed the dead man block was worn where the pin goes through. He stopped the job, notified the PIC, and put the crane OOS until the crane mechanic could come change out the pin. **Aaron, this was a great catch on your part. A quality pre-use can catch these types of things and prevent a serious incident. Thank you for being so diligent and for being a safety leader.**

### AUBREY HILL

While performing holding checks on a well, **Aubrey Hill** encountered increasingly bad weather conditions. A front began moving in with high winds and lightning. The operators utilized Stop Work Authority due to dangerous weather conditions and decided to wait until it passed to continue. Stop work was notated, and the JSA was revised once they were ready to resume work. **Aubrey, weather conditions must always be considered. It looks like your guys get it and are not afraid to use SWA. Super job!**

**“Actions like these lead to the safe working environment we have.”**

## Stop Work Authority

### Michael Keen ZONE Card

#### Observation Explanation

I am writing this to highlight the importance of communication between the two crews that are working opposite hitches, who all serve the same purpose when on their platforms. We have been having communication problems between crews. To me, one of the most important things you can have is a good working relationship with your reliefs from the other crew. Two examples of this are good detailed notes and/or complimentary phone calls on crew change day. We all get complacent at times and think that the other crew is leaving us in good shape. While this can be true, there are also times when they have done an extraordinary amount of work on the platform that BOTH crews need to know about. From the PIC down to the low level operator, we all need to know what is going on. Not only for our safety, but for the safety of others that may come and do work on our platform. If there is no communication, you don't know what anyone has done.

#### Communication is Key

My purpose for this is to express my feelings of how communication and a good work friendship has to be extremely important for the safety of not only myself, but all personnel that benefit from better communication between crews. If you think the other crew may have worked on an issue that you have, but you are unsure because you flat out don't know, then use your STOP WORK AUTHORITY and find out for sure so you won't keep working in circles trying to figure out if it's been a problem the whole time you were at home, or if it's something that is just starting to tear up, go out, burn up, etc.

#### Explain Corrective Action Taken or Needed

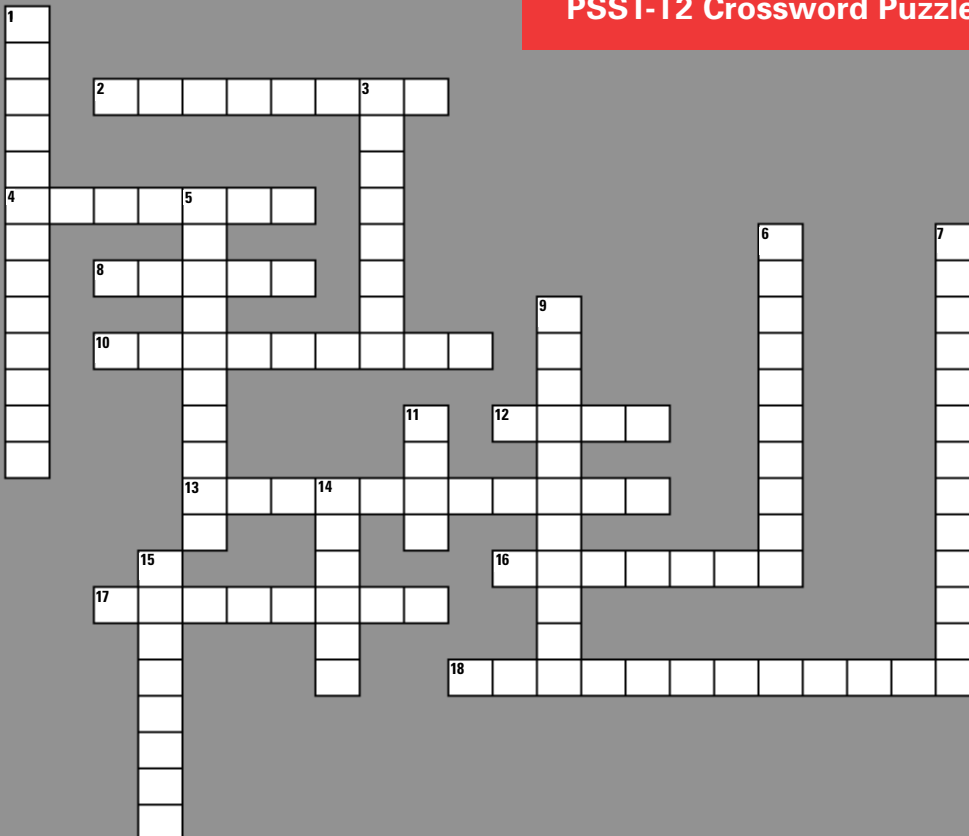
The corrective action to this would be to realize how important communication is for the Safety of not just yourself, but others arriving on your platform. We are all out here for one purpose, to provide for our families, and to come home safely every hitch. No one needs the added stress of conflict between two crews that work on the same platform. I know this observation may not mean much to some, but good, happy, friendly communication between two crews working on the same platform means a great deal to me. It can jeopardize your safety if you're worried about conflict rather than the job at hand. Thank you. I love Island Operating and I don't want to see this type of stuff continuing to occur for the rest of my career.

# Show us what you know

*Take the T2 Training Crossword Challenge and You Could Receive 30 Points*

The first 5 employees to submit a correctly filled out puzzle to [training@islandoperating.com](mailto:training@islandoperating.com) or fax to (866) 211-6115 will receive 30 points added to their portal. Good luck!

## PSST-T2 Crossword Puzzle



### ACROSS

2. Fluid flowing opposite of normal
4. "\_\_\_\_\_ Component"
8. SSSV actuated by the pressure characteristics of the well
10. Gas discharging from a liquid outlet
12. Escape to atmosphere
13. Device worked, but not properly
16. Device did not work
17. Fluid delivery, Platform-to-Platforms and Platform-to-Beach
18. Pressure in excess of MAWP or MAOP

### DOWN

1. Pressure less than designed collapse pressure
3. Liquid discharge from a vapor outlet
5. Temp in excess of rating
6. "\_\_\_\_\_ Abnormal Condition"
7. Automatically operated, Normally open, used to vent pressure
9. Event, occurrence, or situation posing a threat to safety
11. Fitting or pipe on a vessel that opens to atmosphere
14. Undesirable event! "...excess combustible vapors in the \_\_\_\_\_ chamber"
15. Temp between normal and excess



## Summer is here!

*We can help make your vacation planning easy breezy.*

**Summer is quickly approaching!** If you have summer vacation plans, please call the Training Department. We will check to see what training you have coming up so that we can schedule your classes EARLY so that it does not interfere with your vacation.

## THANK YOU

We would like to thank those employees who are always prompt and courteous when calling in to confirm their classes! We would like to especially thank the following employees for their positive attitudes, attendance records and outstanding interactions with the Training Department this past quarter. They were entered into a random drawing for ZONE Zero points to be added to their accounts.

*Lucas Berzas  
Slade Boullion  
Dominic Darbonne  
Billy Istre  
Dylan Lopez*

*Keyomi Palfrey  
Larry Dunn  
Sterling Simon  
Mickey Sitting  
Maurice Smith*

*Congratulations to this quarter's winners:  
**Rodney Wheeler** (100 pts)  
**Kedrick Norris** (50 pts)  
**Anthony Roberson** (30 pts)*

Please feel free to reach out to Mario Bruno, Erica Clayton, Callie Leverett, Skyla Matthew, or Alaina Hulin with any questions you may have.



**For more information**  
contact the Training Dept.  
at 337.233.9594 or email  
[training@islandoperating.com](mailto:training@islandoperating.com)



# 1st QUARTER ZONE ZERO WINNERS

The following are the winners for the 2019 1st quarter of the ZONE Zero observation program.

The winning cards were selected from observations made between January 1st and March 31st. The top 5 overall winners were chosen anonymously by operators and compliance personnel who volunteered and reviewed the cards. A total of 8,260 points were awarded to 113 winners.



1 500 PTS

**Larry Courtney**

While making rounds on the production side, I was called over to the main facility to walk down a job involving the construction crew and the boat. They were planning on unloading some equipment to begin repair work on the living quarters. While discussing the job with the contract crane operator, he mentioned the weights of the lifts were 9,000 and 7,000 lbs, but the crane didn't have a weight indicator. We recently had a near miss with this crane and the same construction crew where a cargo box they had shipped out was listed as 7,500 lbs, but was actually 10,200 lbs. The load chart for this particular crane indicates a dynamic capacity of 10,900 lbs at 75 degrees. Per the customer's safe work practice, any lift that is 75% or more of the crane's capacity requires a heavy lift inspection of the crane, as well as a heavy lift plan and approval. After discussing the JSA with the construction crew and the crane operator, we decided to call stop work on picking up the 9,000 lb lift due to not having a weight indicator on the crane and it being over the 75%. We decided to send the boat around to the other side of the facility and use two smaller baskets to load the equipment into and make two smaller lifts with the crane on that side, which had a weight indicator. This eliminated the hazard of not knowing an accurate weight, and eliminated the need for a heavy lift plan/inspection.

2 400 PTS

**Donald Deshotel**

We were getting ready to start staging equipment for construction to start replacing an overboard water line with 20 foot long pipe sections. The construction foreman wanted to start going through the pipe on the boat utilizing our platform crane. With 18mph winds and 6-8 ft swells, it didn't sound safe to me. The pipe could have rolled back and forth in the swells making for serious pinch points. I decided to clear enough space on the deck and was able to lift and stage their basket on the platform so they could go through the pipe and not have to worry about it rolling around or pinch points.

3 300 PTS

**Ronnie Smith**

As I was operating the crane to remove material and scaffolding from the bottom deck through an open hole to the top deck, I was receiving signals from personnel on the top deck. On the last lift, as I was clearing the hole, a piece of material slipped out and fell down to the lower deck. The rigger immediately signaled me to swing clear of the open hole and set the load down on the deck. I noticed the load was improperly rigged. I called an all stop and we had a stand down meeting about the incident. During the discussion, one of the riggers stated he said it was unsafe to lift that way, but the supervisor for construction said it was safe. I told the riggers that I cannot see the deck below and they are my set of eyes. Even if a supervisor says its safe, if you disagree with them, you should use stop work regardless of who is in charge. The issue can be discussed and then proper steps will be taken to do a safe job. Safety comes first in every operation.

4 200 PTS

**Bryan Benoit**

With construction onboard, the scaffold crew installed a safety barrier around an area of the production separator. Construction was adding a 2 inch line from the test separator to the separator and blow case. The welding crew had to depart as coiled tubing was coming onboard. I noticed the barrier covered a 6ft x 6ft area and had red flagging tied around the braces. Having to climb a permanent ladder from the deck to access the separator, I realized if someone would slip off the ladder, they could potentially fall down to the next deck. I got the scaffold crew to add more braces on top and sides of the barrier where no one could fall through and injure themselves.

5 100 PTS

**Chad Gradney**

Due to foggy weather, we had to boat a measurement tech from our facility over to another. Before we began the transfer, I questioned the tech about riding the basket. He responded that he had never ridden a basket and was afraid of heights. He did say that he would ride the basket, but I felt uncomfortable with him riding it down by himself. I decided to update the JSA and I rode the basket down with him to give him a sense of comfort since it was his first time. After coming back up from the boat, I took the time to call the other facility and notify them of his inexperience and to be extra cautious when he arrived there.



## AREA ZONE CARD WINNERS (JANUARY - MARCH 2019) BY SUPERVISOR:

### Raymond Salinas Fieldwood Energy Area 1:

1. Robert Whitewood
2. Sergio Sanchez
3. Robert Whitewood

### Jeremy Broussard Fieldwood Energy Area 2:

1. Calvin Mckelroy
2. Erik Potier
3. Richard Adams
4. Kevin Mchugh
5. Cody Ward

### Jody Soileau Fieldwood Energy Area 3:

1. Ronnie Smith
2. Michael Ward
3. Brian Kough
4. Dylan Benoit
5. Timothy Reed

### Rob Hernandez Fieldwood Energy Area 3:

1. Chet Ortego
2. Stephen Douget
3. Gregory Dupree
4. Charles Stephens
5. Patrick Hebert

### Area 4:

1. Damon Savoie
2. Tray Hernandez
3. Roger Curol
4. Carone Collins
5. Aaron Babineaux

### Bert Faul Fieldwood Energy Area 4:

1. Byron Johnston
2. Jeremy Legros
3. Tristan Lacour
4. Reece Casper Meyer
5. Dalton Bouley

### Area 5:

1. Cody Beamish
2. Bernard Waguespack
3. Jesse Coffman
4. James Toney

### Earl Stanley Talos Energy

1. Christopher Hebert
2. Charles Marshall
3. Kevin Rogers
4. Kyle Kilsby
5. Charles Marshall

### Deany Smith Walter Oil & Gas

1. Bryan Benoit
2. Robert Blanchard
3. Chad Reed
4. Luke Bordelon
5. Jonathon Carrol

### Ricky Lirette Arena Energy

1. Larry Courtney
2. Glen Knight
3. Shane Miller
4. Shane Miller
5. Don Hogge

### John Saldana Fieldwood Energy & Loop 27/59

1. Joshua Wilson
2. Brian Champagne
3. Jasmond Jones
4. Shaun Keen
5. Adam Lewis

### Gregory Ardoin Sanare Energy

1. Donald Deshotel
2. Donald Deshotel
3. Cody Parfait
4. Casey Cheramie
5. Michael Elliot
6. Benjamin Murphy

### Cody Richard

1. Robert Spikes - Byron
2. Jason Lupe - Byron
3. Kamin Hess - Ridgelake
4. Michael Ledoux - Byron

### Mike Kibodeaux

1. Marcus Melancon - Arena
2. Shawn Matthews - Arena
3. Kevin Lanerie - Loop 48
4. James Mouton - Gomex
5. David Laborde - Gomex

### Michael Holley

1. Chad Hession - Arena
2. Allen Massey - DCP
3. Chad Hession - Arena
4. Michael Wooten - Medco
5. Trent Sullivan - Walter O/G

### Richie Savoie Arena Energy

1. Chad Gradney
2. Kyle Duhon
3. Eric Mayeaux
4. Lucas Berzas
5. Brett Snider

### Ray Labauve Arena Energy

1. Jonathon Harrington
2. Carl Harrington
3. Dominic Darbonne
4. Daniel Jordan
5. Bryon Dartez

### Dwayne Hebert

1. Keith Flurry - Loop 34
2. Stephen Sonnier - Walter O/G
3. Keith Flurry - Loop 34
4. Keith Flurry - Loop 34
5. Todd Henry - Loop 34

### Chad Shuff Walter Oil & Gas

1. Dusty Young
2. Aaron Trahan
3. Aaron Trahan
4. Gene Tuccio
5. Aaron Trahan

### Clay Burgeson Loop 26

1. Larry Dunn
2. Aubrey Leblanc
3. Aubrey Leblanc

### Joe Rodriguez Equinor Holdings

1. Jason Wilson
2. Bryan Richter
3. Sean Needham
4. Rene Beltran
5. Jake Francis

### Chris Fontenot Devon New Mexico

1. Jarrod Simon
2. Lance Coleman
3. Ray Pittman
4. Ray Pittman

### Jeremy Rubalcado Noble Midstream

1. Ray Pittman
2. David Pena
3. Steven Hoglind
4. Steven Hoglind

### Kim Istre Matador Resources

1. Ronald Duhon
2. Dustin Gautreaux
3. Ronald Duhon
4. Dustin Gautreaux

### Josh Dent Walter Oil & Gas

1. Derek Vines
2. Billy Knight
3. Grant Williams
4. Derek Vines
5. Jeffery Tankersley



## Island Operating Mission Statement

Island Operating is committed to providing safe, compliant, and efficient operations to our customers' oil and gas assets and our employees' well-being. We will accomplish this by adhering to our core values of honesty, trust, integrity, and respect for our clients and one another.

HONESTY

TRUST

INTEGRITY

RESPECT





## NEW ARRIVALS

Congratulations to the following employees on welcoming their new bundle of joy.

- Hugh and Brittany Hession**  
welcomed Hadleigh Mae on 12/27/18
- Phillip and Hollie Broussard**  
welcomed AnneMarie Kathryn on 12/27/18
- Samuel and Jessica Fluitt**  
welcomed Elizabeth AnnMarie on 1/18/19
- Bryce and Emily Bodin**  
welcomed Graham Michael on 1/23/19
- Kendal and Pauline Hood**  
welcomed Helen Delaine on 1/31/19
- Lance and April Leblanc**  
welcomed Beau Walker on 2/21/19
- Donald and Olivia Smith**  
welcomed Vivian Louise on 3/1/19
- Evan and Kimberly Scheele**  
welcomed Connor Harris on 3/12/19
- Derek and Emily Johnson**  
welcomed Olivia on 3/20/19
- Devin and Taylor Collette**  
welcomed Milo Bayne on 4/08/19

## CONDOLENCES

We extend our condolences to the following employees, customers, and their families for their loss.

- Richard Hunter** on the loss of his father
- George Heard** on the loss of his mother
- Brittnie Daigle** on the loss of her grandmother
- Bryan Fontenot** on the loss of his father
- Paul Hutto** on the loss of his mother-in-law
- Gary O'Brien** on the loss of his brother
- Johnny Fortenberry** on the loss of his mother
- Jennifer Ditch** on the loss of her mother



Former employee **Bobby Boudreaux** passed away



## JUST MARRIED

Best wishes to the following employees on their recent marriages.

- Paul and April Trahan II** 12/24/18
- Bryce and Emily Bodin** 12/28/18
- Jordan and Chasity Monier** 2/8/19
- Blake and Kelsee Hebert** 3/9/19
- Daniel and Brittany Comeaux** 3/30/19



## GET WELL SOON

We wish the following employees a healthy recovery.

- |                         |                          |
|-------------------------|--------------------------|
| <b>James Berza</b>      | <b>Paul Trahan</b>       |
| <b>Russell McKenzie</b> | <b>Christopher White</b> |
| <b>Ryan Greene</b>      | <b>Wayne Lopez</b>       |
| <b>Timothy Cranston</b> | <b>Kevin McHugh</b>      |
| <b>Michael Parker</b>   | <b>Rodney Foco</b>       |
| <b>Donald Broussard</b> | <b>Chris Cary</b>        |

Learn to enjoy every minute of your life. Be happy now. Don't wait for something outside of yourself to make you happy in the future. Think how really precious the time is you have to spend, whether it's at work or with your family. Every minute should be enjoyed and savored.

THANK YOU  
THANK YOU  
THANK YOU  
THANK YOU  
THANK YOU  
THANK YOU  
THANK YOU

We Can't Thank You Enough!

25 YRS

15 YRS

20 YRS

10 YRS

5 YRS

**SERVICE ANNIVERSARIES**

We thank the following employees for their many years of dedication.

**20 YEARS**

Mark Hebert  
Tammy Broussard

**15 YEARS**

Jamison Cormier  
Russell Benoit

**10 YEARS**

Darren Bird  
Allen Hebert  
Clemente Patena  
Ryan Stanley  
Donald Broussard  
Joshua Guidry  
Levy Leger  
Kenny Hebert  
Callie Leverett  
Kelvin Caraway

**5 YEARS**

Mitchell Soileau  
James Woodard  
Chris Thornton  
Donovan Nelton  
Derek Lemaire  
Allen Massey  
Kendal Hood  
Dalton Russell  
Jarrott Guillory  
Everett Faulk  
Anthony Roberson  
Chadwick Reed  
Dylan Benoit  
Martin Hulin  
Blaine Beene



# CHALLENGE YOUR BEST SAFE WORK PRACTICES

INTRODUCING

## Islanders Commit

TO WORKING SAFELY



Since 2012, Island Operating management has fully supported its employees in an ultimate quest for zero accidents in the workplace. The effort called **ZONE Zero** is based on four cornerstones: **Z**ero accidents, **O**wn your work, **N**ever compromise safety, and **E**very voice matters.

Over the past few years, the company has been steadfast in building on ZONE Zero with campaigns like “Islanders **Believe**,” introduced in 2016, intended to prompt employees to ask themselves if they do in fact believe that “zero” accidents is achievable. Island’s management team made it clear it most definitely believed “zero” accidents is an obtainable goal and emphasized its belief that it would be achieved. Together, Islanders **Believe** “zero” is possible.

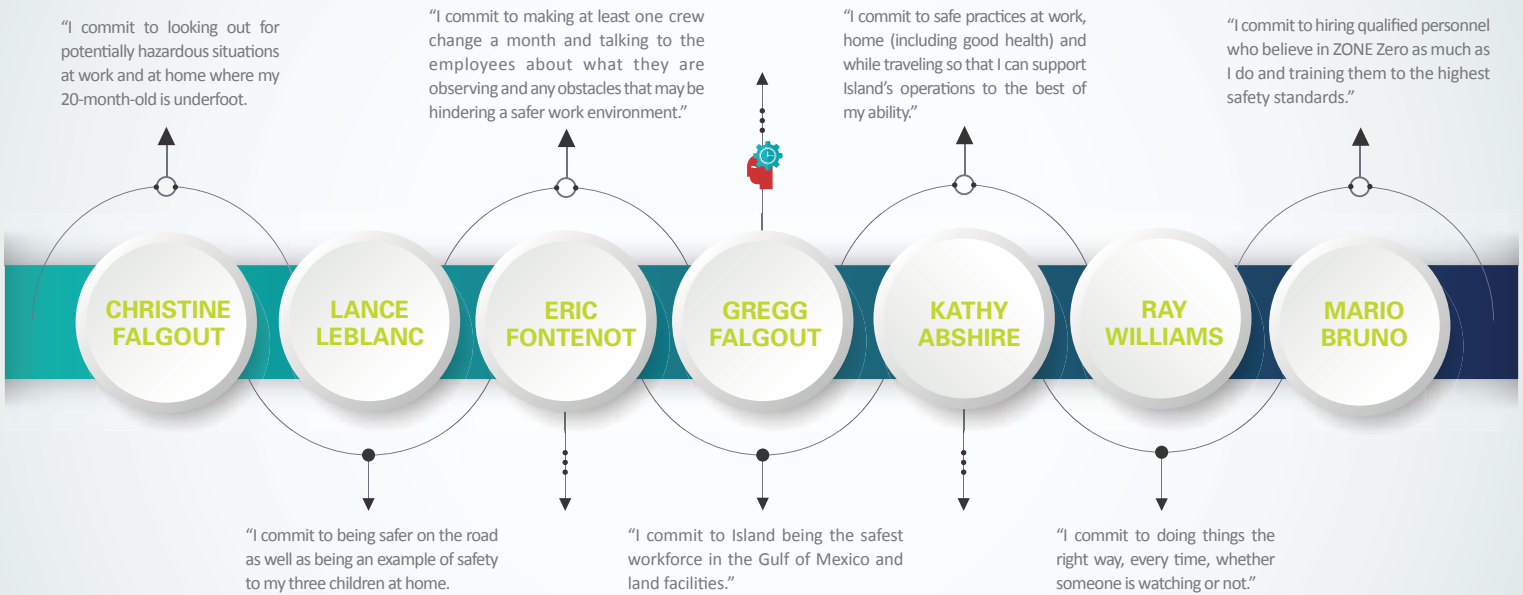
Now, in 2019, the movement towards zero accidents gets personal, with the company shifting from a belief to a commitment, prompting the new slogan “Islanders **Commit**.” Whether with peers at work or family members at home, Islanders are challenging their best safety practices and pledging their commitments.

*Jarrott Guillory, a member of the management team, explains that making it personal is key and, in fact, the idea stemmed from his own personal new year’s resolution. Jarrott is on the road constantly, with 2,100 hours logged in the last two years, so practicing better ‘journey management’ is a pledge he wanted to make to himself. “So, I thought, ‘Why not suggest that everyone make commitments to improving whatever applies to their areas of work?’”*





## A COMMITMENT FROM ALL



# Standing Firm on Safety

## ISLANDERS COMMIT TO BEST SAFETY PRACTICES

"Islanders **Commit**" may be Island's most powerful campaign yet. It's a reality check. Islanders have to look in the mirror and make a decision – a commitment – about their own safety and that of their coworkers.

**RJ GUIDRY**



**DYLAN HEBERT**



**RUSSELL MCKENZIE**



JEREMY VOISON



I commit to safety being  
as easy as ABC:  
A - Always  
B - Be  
C - Careful

WILLIAM MAHAFFEY



I commit to focusing  
on safety not only  
while at work but  
also while at home.

BROCK GUIDRY



I commit to making  
my work environment  
as safe as I would  
my home environment.

RYAN GREENE



I commit to being more  
focused when driving  
and not to let things or  
people distract me.

BEN MARTINEZ



I commit to  
driving safely -  
specifically ignoring  
all calls and texts  
while driving.

JAKE FRANCIS



I commit to never being  
hesitant to stop and  
report any unsafe con-  
dition, and to be sure  
the corrective actions  
are taken to correct and  
eliminate the hazard.

MARK McLAIN



I commit to doing a better  
job of not using my phone  
while driving and remind  
coworkers of the importance  
of NOT texting and  
talking while driving.

JEREMY HEBERT



I commit to wearing my  
safety glasses when I'm  
doing outdoor activities.

JOHN RICHARD



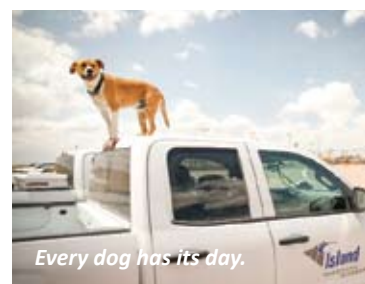
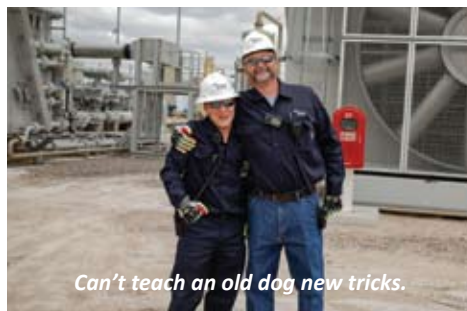
I commit to inspect launcher/  
receivers that I visit to  
remove and plug any open  
ended chemical injection  
points. This will lessen our  
exposure to spills.



# Behind the Scenes

It was a Dog's Day Afternoon

Recently, Island held a photoshoot to capture work scenes at a West Texas facility. It looks like the photographer had the team working like dogs.

A large photograph of two men in white hard hats and blue work jackets looking at industrial equipment. The text "WE'VE BUILT A CULTURE OF SAFETY" is overlaid in large, bold letters. Below this, a white line separates the headline from the safety policy text.

## WE'VE BUILT A CULTURE OF SAFETY

At Island Operating, our safety policy is simple: **Everyone's goal is to work safely.** We believe that building a strong safety culture is everyone's responsibility.



## INC FREE INSPECTIONS

### ARENA ENERGY

#### Main Pass 120-A, 236-D

Darren Brown, Brandon Hamilton, Hugh Hession, Allen Massey

#### South Timbalier 52

Bryce Bodin, Richard Bowlin, Gene Callahan, Francis Darte, Silas Duplechain, Clinton Fontenot, Don Hogge, Dillon Landry, Gary Lebleu, Jonathan Meadows, Shane Miller, Hunter Milner, Stone Peterson, Glen Price, Andrew Sciararassi, Marcus Staub, Ryan Thibodeaux

#### South Timbalier 151-#1 G/Prod1/ Prod2/G-Comp, Complex

Joseph Babin, Larry Courtney, Johnny Fortenberry, Allen Hebert, Kendal Hood, Justin Johnson, Wilford 'Half Pint' Knight, Christopher Kuffner, Cody Matherne, Alonzo Middleton, Justin Powell

#### West Cameron 544-A

Lucas Berzas, Darrell Debate, Trevor Dugas, Kyle Duhon, Brock Legros, Jackie Prejean, Cody Westbrook

### ENVEN ENERGY

#### Main Pass 280- C

Darren Brown, Brandon Hamilton, Hugh Hession, Allen Massey

#### Ship Shoal 151-A

Josh Fontenot, Keith Foreman, Jeromie Lavergne, Jordan Monier, Scotty Munnerlyn, Joseph Richey, Nicholas Veillon

#### South Marsh Island 50-G

John Breaux, Kevin Lanerie, Christopher Lemaire, Shawn Mathews, Marcus Melancon, Cody Menard

### FIELDWOOD ENERGY

#### Breton Sound 41-B, Chandalier 43-A

Blake Bonin, Dane Legnon, Jarren Lizana, Tracy Marquez, Keegan Sonnier, Richard Tisdale

#### Eugene Island 175-C/Prd

James Berza, Justin Broussard, Darrien Constantine, Justin Fontenot, Charles Jurls, Phillip Myers, Oran Thibodeaux

#### Galveston 255, High Island 129-#1, 45

Roger Arceneaux, Clay Burgeson, Jason Cutts, Keith Flurry, Chad Gerald, Todd Henry, Christopher Sanders, Stephen Sonnier, Aaron Stanley, Jeffery Verzwylt

#### High Island 179

Mike Hebert, Jeremiah Marcantel, Laurent Martin

#### Matagorda Island 622-C/C-QRT/C- PRD/C-Comp, 623-B-Dril/B-Prod, 623-H

Nathan Finley, Larry Garza, Aubrey Leblanc, Jr., Anthony Lomonaco III, David Salinas, Robert Weeks

#### South Marsh Island 128-C

Frank Averett, Logan Cormier

#### Vermilion 196-A

Damon Kervin, Roger Strackbein

### FREEPORT MCMORAN OIL & GAS

#### Main Pass 299-PRD1RIG/PRD2RIG/PP/STR

Roger Arceneaux, Clay Burgeson, Jason Cutts, Keith Flurry, Chad Gerald, Todd Henry, Christopher Sanders, Stephen Sonnier, Aaron Stanley, Jeffery Verzwylt



### PEREGRINE OIL & GAS

#### Galveston A 133-A, A-155

Ross Couvillon, Josh Fontenot, Jeromie Lavergne, Jordan Monier, Scotty Munnerlyn, Joseph Richey, Joey Whitmore

### RIDGELAKE ENERGY

#### Ship Shoal 154-J

Josh Fontenot, Keith Foreman, Jeromie Lavergne, Jordan Monier, Scotty Munnerlyn, Joseph Richey, Nicholas Veillon

### SANARE ENERGY PARTNERS

#### Main Pass 64 Field

Michael Baham, Cullen Brunet, John Loper, Bradley Russo, William Vanmeter, Clayton Walters, Michael Wootan, Nicholas Wootan

### STONE ENERGY

#### Ship Shoal 93 #66, 93-O

Kyle Bell, Garrett Lejeune, Kedrick Norris

### TALOS ENERGY

#### Vermilion 277-CA

John Breaux, Kevin Lanerie, Chris Lemaire, Josh Melancon, Cody Menard, Shawn Mathews

### W&T OFFSHORE

#### Ship Shoal 130-E

Jeremy Broussard, Anthony Chapman, Kenwood Gary, Jeffery Harper, Larry Hollier II, Robert Ramey, Christopher Touchet, Paul Trahan II

#### Ship Shoal 177-A

Josh Fontenot, Keith Foreman, Jeromie Lavergne, Jordan Monier, Scotty Munnerlyn, Joseph Richey, Nicholas Veillon

### WALTER OIL & GAS

#### Ewing Banks 834

Lloyd Andrus, Charlie Beard, Nicholas Bergquist, Phillip Broussard, Jerry Childers, Franklin Coon, Andre Couvillon, Samuel Fluit, Devin Fontenot, Nicholas Hetherington, William Knight, Danzel Marcantel, Jr., Robert May, Clinton Meaux, Dylan Navarre, John Simar, Joseph Stump, Derek Vines, Grant Williams, John Woosley

#### Ship Shoal 189-B

Robert Bankston, Bryan Benoit, David Bordelon, Jonathan Carroll, Khalid Dandachli, Charles McIntyre, Chadwick Reed, Brayton Young

#### Ship Shoal 243-A

Bryan Benoit, Eric Blanchard, Robert Blanchard, Kenneth Duet, Joseph Primeaux, Michael Schmidt, Chase Sonnier

#### South Timbalier 311-A

John Amell, Kelvin Caraway, Reath Chauvin, Terry Couvillon, Rodney Duprie, Brandon Hargrave, Phillip Hutton, Jr., William Kays, Coi Lopez, Richard Mauldin, Chad Perez, Gary Stewart, Jeffrey Tankersley, Varry Walls, Rodney Wheeler, John Widener, Dusty Young

#### West Delta 106-A

Kenall Arnaud, Timothy Graham, Patrick Green, Michael Jenkins, David Johnson, David Scarborough, Jack Shultz, William 'Trent' Sullivan, Patrick 'Gene' Tuccio



## Exceptional INC Free Inspections

Congratulations on another great set of inspections on the following facilities.

### Sanare Energy Partners

#### Main Pass 64 Field

**211 Components/0 INCs**

Michael Baham  
Cullen Brunet  
John Loper  
Bradley Russo  
William Vanmeter  
Clayton Walters  
Michael Wootan  
Nicholas Wootan

Supervisor – Mike Holley

### Fieldwood Energy

#### Matagorda Island 622-C/C-QRT/C-PRD/C-Comp, 623-B-Dril/B-Prod, 623-H

**168 Components/0 INCs**

Nathan Finley  
Larry Garza  
Aubrey Leblanc, Jr.  
Anthony Lomonaco III  
David Salinas  
Robert Weeks

Supervisor – Dwayne Hebert

### Arena Energy

#### West Cameron 544-A

**126 Components/0 INCs**

Lucas Berzas  
Darrell Debate  
Trevor Dugas  
Kyle Duhon  
Brock Legros  
Jackie Prejean  
Cody Westbrook

Supervisor – Richie Savoie

### Fieldwood Energy

#### South Marsh Island 128-C

**137 Components/0 INCs**

Frank Averett  
Logan Cormier

Supervisor – Jody Soileau

## Employee Referral Program

A referral bonus is available to any Island Operating employee who refers an experienced production operator to our company and the operator is hired.

(Contact the Personnel Dept. or your Island Supervisor for details.)

Island Operating Company

ZONE ZERO

## ZONE ZERO INCENTIVES

Remember to check your portal often for points accrued.

## NOW AVAILABLE TO ORDER for Uniform Allowance or in the Island Store

Ariat® FR knit shirts are constructed with the ultimate comfort, technology, and durability in mind. Our FR Air Henley features lightweight 6 oz jersey fabric and a convenient Velcro® closure chest pocket. This all new FR Henley is available in store or qualifies for your six-month order with two color options of your choice, navy or khaki.



### Top Choice:

*Ariat® flame resistant  
Air Henley shirts in  
navy or khaki.*

#### Features:

- CAT 2
- ATPV 8.7 cal/cm2
- NFPA 70E
- NFPA 2112
- Lightweight 6 oz FR jersey
- Greater Arm Mobility seam construction for maximum range of motion
- 3-button henley collar
- Ribbed cuffs
- Chest pocket with Velcro® closure
- 100% cotton

>Remember to check your portal often for points accrued!<

### SHOW YOUR ISLAND PRIDE!

All items stocked at the Island Incentives Office are featured in the category "Show Your Island Pride!" in the Island Store.

### UNIFORMS

Employees are eligible for 2 sets of FRC uniforms every 6 months. We will not contact you to place your order! If you are eligible, or need to check your eligibility, please call Brittany Cole, Kaley Jones, or Sara Camacho in the Incentives Department at 337-233-9594 or 1-800-366-9594.



**For more information**  
contact the Incentives Dept.  
at 337.233.9594 or  
1.800.366.9594.

## DISPATCHES:

### Philanthropy in action.



### Island Supports Citizens for Animal Protection Houston, Texas

CAP is committed to sheltering, rescuing, and placing homeless animals in loving homes; advocating respect and compassion for all animal life; providing humane education to prevent animal cruelty; and raising awareness in the community of the needs of animals.  
[www.cap4pets.org](http://www.cap4pets.org)



### Two Cancer Facilities Benefit from Industry Event

Island Operating was a GOLD sponsor of the 2019 Louisiana Oilman's Bass Invitational (LOBI) held on April 5th and 6th at Toledo Bend Reservoir, Cypress Bend. It was another successful bass tournament and overall fun day with colleagues. LOBI raised a grand total of \$80,000 for Miles Perret Cancer Services and St. Jude Children's Hospital. <http://www.lobibass.com>



### Island Helps Sponsor Special Gala Celebrating the Gift of Life

Nora's Home has grown into Houston's haven for transplant patients and their families receiving treatment in the Texas Medical Center. Providing a safe, affordable, and comfortable place to stay, families at Nora's Home can focus on what really matters, the health and recovery of their loved ones.  
[www.norashome.org](http://www.norashome.org)



# What You Can Expect This Hurricane Season

Time to get prepared!



*2019 hurricane season expected to be near average.*

► The 2019 hurricane season may see fewer storms and hurricanes, but that doesn't necessarily mean it will be less dangerous. We should not let our guard down. We need to stay focused and be prepared, both at home and on the job. Are you prepared?

- **Contact information up to date** – cell phone, home phone
- **Emergency supplies** – rope, water, food, medical supplies, cleaning supplies, batteries, fuel, money, etc.
- **Evacuation plan** – where to go and what to bring
- **Pets** – boarding, food

This is the time to make sure that your family and coworkers are prepared for the upcoming hurricane season. Go over your evacuation plans with coworkers and family members. Make sure that all contact information is up to date. Make sure all supplies are on hand ahead of time. And don't forget to fill out, and turn in, your required time ticket in a timely manner if you have to evacuate your platform.

The knowledgeable employees of the Payroll Department are ready to help you by answering any questions you may have. Please don't hesitate to contact Callie T., Chrissy, Jennifer, Lauren, or Olivia.



**For more information**  
contact the Payroll Dept.  
at 337.233.9594.

## PAYROLL CALENDAR



### **4TH OF JULY**

The office will be closed Thursday, July 4, 2019. Checks and direct deposits will go out as normal for the July 5th payroll. Have a happy and safe 4th of July!



### **VACATION**

Please remember to call the Payroll Department to confirm your vacation eligibility. Prior to taking time off, you will need to have approval from you Island Supervisor, as well as your Supervisor Offshore.

## NOTEWORTHY

### **\$500 Could Be Yours! AFCU Holds its Back to School Parents' Drawing**

**Three Drawings of \$500 each.**

Acadian Federal Credit Union's annual Back to School Parents' Drawing will be held on July 19, 2019. Members can sign up by calling the AFCU office at 337-233-6744.

Parents who have a child/children that are members can register one time from June 18 - July 19. If both parents are members, then both are eligible to register for the drawing.

### **More AFCU Specials:**

#### • **Vacation Time:**

Travel with our low rate Visa credit card and earn score points.

#### • **May, June, and July Offers:**

New memberships opened with a direct deposit checking, Acadian Federal will deposit the first \$5.00 in savings.

#### • **Book a Vehicle Loan:**

The \$35 application fee will be waived when members book a vehicle loan with AFCU in May or June.



Go to [www.acadianfcu.org](http://www.acadianfcu.org)  
for more details on both.



# REGISTER FOR BSEE ALERTS!

Receive Text Messages  
and Email Notifications



LOOKING FOR  
**100%**  
ISLANDER  
PARTICIPATION!

Please take a moment to register to receive BSEE Alerts and Important Information directly to your phone and email! We are looking for 100% participation from all Islanders! Simply type this link into your browser and follow the instructions: <https://bsee.sendwordnow.com>



## STEP 1 | AGREEMENT

User Registration Agreement. Users of BSEE! Safe agree to be subject to the web host's terms as delineated.



## STEP 2 | REGISTRATION

You will need to fill out the registration form and create a password to register for the alerts. The Program Registration contains four parts: User Information, Contact Information, Additional Information, and Cascade Profiles.



## STEP 3 | VERIFICATION

You will need to verify your information before submitting your completed registration.



## STEP 4 | CONFIRMATION

Thank you for registering for BSEE! Safe Text Messaging Self Registration Portal's alert service. This email is to confirm your registration. You must click on the link to finish.



»»»» SEMS:  
PRO™

Safety and Environmental Management System

LEARN MORE  
ABOUT OUR  
FULLY-INTEGRATED  
SEMS PROGRAM

## »»»» Discover why SEMS:Pro™ is the best solution.

Island Operating has developed a web-based interactive software, **SEMS:Pro™**, that allows our customers to totally manage their SEMS and PSM requirements while providing a fast and efficient means of retrieval.

The **SEMS:Pro™** software offers an entire toolkit to ensure compliance with the SEMS and PSM rules, maximize and make your operations safer and more efficient, and minimize auditing time. Many of our customers use the software to manage their drilling operations, which has proved to be very beneficial in capturing and maintaining pertinent documentation throughout the life of the drilling operation and the well.

**Several benefits of the SEMS:Pro™ software include:**

- *User friendly web-based JSA module to assist the Operator in identifying, analyzing, and eliminating possible safety and health hazards associated with a specific task.*
- *The software provides an intricate Management of Change system which tracks the process of change from inception through final completion. All actions involved with a change will be documented and archived for easy auditing and re-viewing.*

**Through the online management system you will have the ability to:**

- *Request, Initiate, and Manage Changes*
- *Request, Initiate, and Manage Projects with Multiple Changes*
- *Receive Automatic Notification of Changes to Personnel*
- *Receive Automated Approval and Rejection Notifications*
- *Receive Automated Alerting throughout the MOC Process.*

o Any person with access to the MOC module can review the MOC. All pertinent documentation is uploaded directly to the MOC and attached to it forever.

o All personnel involved with, or affected by, the MOC are able to make comments or add files to the MOC, even after completion and final close-out.

- *Unlimited E-Library for Electronic Records Storage, customized to fit Your needs.*
- *The software provides a user friendly online Incident Investigation module to assist the Operator in satisfying the requirements of this element. Investigations can be conducted using the web-based module or by uploading a PDF copy of a handwritten investigation. Supporting documentation can be uploaded and attached to either.*
- *The POB module capabilities are unsurpassed in capturing and reporting all data required by the BSEE Performance and Safety Measures BSEE-131 rule.*

**The POB module allows the Operator to capture the following in an easy to use format:**

- *Name and employer of all personnel on board*
- *Designation of production, construction, or drilling duties*
- *Designation of company or contractor personnel*
- *Total hours for each person working or visiting your facility*
- *Pollution observed and amount*
- *NPDES non-compliances*
- *Recordables and DARTS*

***For more information, and to see what SEMS:Pro™ can do for you, please contact Eric Fontenot at (337) 233-9594.***



## Are Continuous Glucose Monitors Covered?

Our Benefits Department has received inquiries on whether or not **Continuous Glucose Monitors** are covered by Island's health plan. Here are the details:

**Continuous Glucose Monitors** are covered by BCBSTX. These monitors are typically billed with procedure code A9278. If you meet the criteria and are interested, you must call customer service at 1-800-521-2227 to find network providers and to verify the procedure code being used by that network provider. A certificate of medical necessity is required for the continuous monitor.

Continuous Glucose Monitoring (CGM) is a method to track glucose levels throughout the day and night. CGM systems take glucose measurements at regular intervals, 24 hours a day, and translate the readings into dynamic data, generating glucose and rate of change reports.

Continuous Glucose Monitors (CGM) are more likely prescribed to type 1 diabetics (insulin dependent) and type 2 diabetics who are prescribed insulin because the CGM is used to predict low and high blood sugars. Low blood sugar is not common in a type 2 that doesn't take insulin.

SOURCES: [www.diabetes.org](http://www.diabetes.org); [www.dexcom.com](http://www.dexcom.com); [www.ontrackdiabetes.com/live-well/diabetes-management/insulin-pumps-continuous-glucose-monitors-are-they-right-you](http://www.ontrackdiabetes.com/live-well/diabetes-management/insulin-pumps-continuous-glucose-monitors-are-they-right-you); <https://www.niddk.nih.gov/health-information/diabetes/overview/managing-diabetes/continuous-glucose-monitoring>; <https://www.myomnipod.com/home>; Try a smart CGM at no charge – [www.medtronicdiabetes.com/dontwait](http://www.medtronicdiabetes.com/dontwait)

## BENEFITS WITH BENEFITS

**BLUE ACCESS MOBILE IS A CONVENIENT SERVICE THAT ALL ISLANDERS NEED TO SET UP NOW!**



**(BEFORE YOU ACTUALLY NEED IT)**

Blue Access Mobile brings convenient, secure access to your mobile phone. **From your mobile phone web browser you can:**

- Register or log in to your secure member site, Blue Access for Members, to view coverage details, access identification cards, check claims status, manage your user profile, and view health and wellness information.
- Find a doctor, hospital, or urgent care facility.
- Access Health Care 101 to view general health insurance information and terminology.
- Locate BlueCross BlueShield of Texas contact information.

**LOG IN TO WWW.BCBS/TX TO USE BLUE ACCESS MOBILE**

Our knowledgeable employees in our Benefits Department are ready to answer your questions concerning insurance and 401k benefits. You can find out more information by contacting Tammy Broussard, Holly Guillot, and Kira Goodyear.



**For more information**  
contact the Benefits Dept.  
at 337.233.9594.



MDLIVE.com/bcbstx / 888-680-8646

# Virtual Visits

Convenient health care at your fingertips

You and your covered dependents can access a board-certified MDLIVE doctor 24 hours a day, seven days a week.\* Speak to a doctor quickly or schedule an appointment based on your availability. The average wait time is less than 20 minutes. Consultations with a licensed behavioral health professional are available by appointment, via secure video.

Activate your account by visiting **MDLIVE.com/bcbstx** or by calling **888-680-8646**.



BlueCross BlueShield  
of Texas

## Virtual Visits

Powered by  
**MDLIVE**



Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

MDLIVE, an independent company, operates and administers the virtual visit program and is solely responsible for its operations and that of its contracted providers.

**\* In the event of an emergency, this service should not take the place of an emergency room.**

## Activate your virtual visit account before you need it!



**Activate** – Create your account online or call the MDLIVE Customer Service number.



**Select** – Choose a doctor or therapist.



**Consult** – Interact with an independently contracted, board-certified doctor or therapist.

## Our doctors are here to help

We're committed to offering you and your family the best in online doctor visits. Register now and let our doctors help with more than 50 minor illnesses, from colds and sinus infections to allergies and more. All with just a phone call!

### Medical

- Common cold
- Allergies
- Constipation
- Cough
- Diarrhea
- Fever
- Flu
- Headache
- Vomiting
- Pink Eye
- Sore throat
- And more

### Behavioral Health

- Addictions
- Bipolar disorder
- Depression
- Stress
- Trauma & PTSD
- Eating disorder
- Relationships
- Panic disorders
- Grief and Loss
- LGBTQ support
- Anxiety
- And more

### Dermatology

- Acne
- Rash
- Spots
- Eczema
- Warts
- Rosacea
- Psoriasis
- Hair follicles
- Insect bites
- Cold sores
- Skin cuts
- And more

*Behavioral health consultations are available by appointment.*

**MDLIVE.com/bcbstx / 888-680-8646**

Blue Cross and Blue Shield of Texas, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company, an Independent Licensee of the Blue Cross and Blue Shield Association

MDLIVE, an independent company, operates and administers the virtual visit program and is solely responsible for its operations and that of its contracted providers. MDLIVE® and the MDLIVE logo are registered trademarks of MDLIVE, Inc., and may not be used without written permission.

Blue Cross®, Blue Shield® and the Cross and Shield symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.

# 5 Ways to Protect Yourself from Cyber Fraud

Here's what you can do to keep your Fidelity workplace savings account safe.

- 

**Set up online access for your Fidelity NetBenefits® account.**  
Cybercriminals frequently attack unregistered online accounts.  
➤ From the NetBenefits.com login page, select *Register as a new user*.
- 

**Create a unique username and password for your Fidelity NetBenefits account.**  
Don't share this information with anyone and don't ever reuse passwords.  
➤ If you're new to NetBenefits, create a UNIQUE username and password during the *Register as a new user* process.  
➤ If you're already registered, visit NetBenefits.com > Profile > Login & Security to change your username and password.
- 

**Add or update your mobile phone number and email address.**  
Get real-time alerts and confirm sensitive transactions through two-factor authentication.  
➤ Visit NetBenefits.com > Profile > Personal & Contact Information.
- 

**Sign up for eDelivery and monitor your Fidelity NetBenefits account.**  
Check account statements and other documents for unauthorized activity.  
➤ Visit NetBenefits.com regularly. To receive your documents via email instead of U.S. Mail, go to Profile > Preferences.
- 

**Enable Fidelity MyVoice.™**  
Eliminate the need for passwords with your personal encrypted voiceprint.  
➤ Next time you call, a Fidelity Representative will offer to enroll you—you'll need to provide Fidelity consent to create your unique voiceprint.

## Your <401(k)><403(b)> Retirement Plan

### Easy today

Get started in 60 seconds with **EasyEnroll**.

### Smart going forward

Choose a savings approach that suits you today—and adjust it anytime to fit your changing needs.

Enroll now: [NetBenefits.com/Easy](https://NetBenefits.com/Easy) or text **Start to 343898**



Get the plan highlights at [NetBenefits.com](https://NetBenefits.com)



Ready to learn more about online security, and how Fidelity is protecting your accounts online?

Visit [NetBenefits.Fidelity.com/onlinesecurity](https://NetBenefits.Fidelity.com/onlinesecurity)

**Fidelity**  
INVESTMENTS  
[www.fidelity.com](https://www.fidelity.com)

Approved for use in Advisor and workplace markets. Firm review may apply.  
Fidelity Brokerage Services LLC, Member NYSE, SIPC, 900 Salem Street, Smithfield, RI 02917  
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831318.1.1

Investing involves risk, including risk of loss.

Ready to enroll? Talk with a Fidelity Representative at 866-260-9745 or an Advisor at 866-260-9745. **Get a reminder to enroll later\*\***: Text START to 343898

# What is a Phishing Scam?

## Don't Get Caught in the Phish Net

Phishing scams send emails that mimic reputable entities like banks, online resources, and credit card companies, to trick the receivers into sharing their financial and personal information or downloading malware. The targets may be directed to malicious websites, also posing as legitimate sites, where they will be asked to enter login credentials and other personal information the attackers can use to commit identity theft.

## The Purpose of Phishing Scams

- Phishing is associated with fraudulent activities and stealing personal information on the web.
- The sensitive information including passwords, ID, and details of credit cards are acquired by the process of phishing.
- This kind of ID theft takes place through electronic communication.
- Thus, you should be very careful while using the internet and accessing emails in your inbox. What you need is an effective and advanced identity management provider.

## How Do Phishing Scams Trap Victims?

The ID hackers use phishing as a scam on the internet to get hold of your valuable information. You may come across pop up messages or suspicious emails from these fraudsters. In most of these cases, this scam takes place through emails. The emails may ask you to update information about your personal accounts. Asking for confirmation of the confidential information, these spam mails will guide you to visit websites, which, at a glance, appear to belong to legitimate and authorized organizations. But these websites are actually fake sites, which are operated by fraudsters to take over sensitive information from you. So be careful to fall for the tricks set up by the ID thieves and prevent yourself from getting caught in the phish net.

## Report Phishing Scams

- Do forward the spam emails to [spam@uce.gov](mailto:spam@uce.gov).
- Send a copy of the mail to the bank or credit card company whose name is impersonated in the email.
- File a complaint with the Federal Trade Commission that you have fallen prey to the phish net. If you are a victim OR fall victim to phishing, then there are high chances that you will also be a victim of ID theft.



**YOU CAN HELP OTHER INTERNET USERS BY SPREADING THE WORD ABOUT PHISHING SCAMS.**





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