



OFFSHORE
QUALIFIC

The Competence Hub
Special terms

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1. Definitions and Abbreviations

In addition to definitions and abbreviations in the General terms, the following shall apply to the Agreement with regards to the Services covered by these Special terms:

Term	Definition
Company Super User	The User organisation's primary contact person towards Offshore Qualific related to the User organisation's use of the Service. For more details refer to section 8.1.
Contractor admin	Contractor staff that has read-only access to the Service and responsible for verifying the competence of Offshore workers' data from own organisation to ensure aligned with Operator's competence requirements. Contractor shall ensure accurate, valid and complete data, in addition to execute internal control on these.
Course vendor(s)	A Course vendor is an organisation or entity that offers courses and training programs relevant to Contractors and Operators. They are responsible for designing, delivering, and documenting courses and certifications to ensure offshore personnel acquire the necessary competencies to carry out their offshore activities safely and responsibly. Course vendors range from those offering a single relevant course to major players in the market.
Offshore worker	Contractor personnel that will perform work offshore for an Operator as part of contractual arrangements between the Operator and Contractor. The Offshore workers will have their competence profile stored in the Service.
DaWinci	DaWinci is a personnel logistics solution for the Norwegian Continental Shelf provided by Quorum Software on behalf of the Operators. DaWinci provides travel data and includes past, current and scheduled flights to and from offshore installations. For more information visit https://www.quorumsoftware.com/solutions/dawinci/ .
Operator admin	Operator staff that has access to the Service and is responsible for verifying the Offshore workers' competence prior to travelling offshore.
Steering Committee	A group of operators on the Norwegian Continental Shelf who owns the Competence Hub concept. The Steering committee sets overarching competence requirements for offshore workers, provides funding for the service, and assigns Offshore Qualific as a Service Administrator with the responsibility for operating and providing the Competence Hub to participating companies and their offshore workers.
Sentralregisteret	Sentralregisteret is a national register for competence and work machinery, established in 1989 by the Norwegian Labour Inspection Authority (Arbeidstilsynet). Its role is to collect all course data across industries and systematically organize it within its registers, the Competence Register (K-REG) and the Machinery Register. For more information, see https://sentralregisteret.no/ . Sentralregisteret does not have access to The Competence Hub but provides an API that allows The Competence Hub to collect relevant Offshore workers' training courses and certifications.

Term	Definition
Contractor(s)	Despite separate definition in General terms, in these Special terms this term refers to a company that supplies personnel for offshore operations (Offshore workers) to Operators on the NCS. These companies are responsible for recruiting, training, and managing their own employees, who are deployed by Operators to perform tasks offshore.

2. Service

2.1 Description

The Competence Hub (hereafter “the Service”) let Operators and Contractors verify that offshore Contractor personnel hold the required safety-critical competence for travel to installations on the Norwegian Continental Shelf. The Service is as a decision-support tool, strengthening compliance with the see-to-it duty (“påseplikten”) by enabling efficient and timely verification of Contractor personnel competence.

The Service connects course data from all relevant course vendors, operator competence requirements, and visualize these data in dashboards, allowing verification of each Offshore worker’s competence compliance. The Service only provide access to users with legitimate need for the information, and use travel data from DaWinci to automate this process.

2.2 Access management

Company Super Users are responsible for maintaining which users their own organisation that should have access to the Service. Access changes will be handled in dialog with the Offshore Qualific service desk.

Each legal entity is responsible for defining and communicating its own access and insight needs for the Service. Offshore Qualific makes changes only based on instructions from the relevant legal entity. The Service does not review, approve, or monitor these decisions. Any consequences of incorrect or missing instructions remain the responsibility of the legal entity.

Offshore Qualific have access to all data in the Service at any given time.

Access to the Service is limited to designated staff at Operators and Contractors that has defined responsibilities related to verifying Offshore workers’ competence.

Contractor Admins always have full visibility, read-only access, into the status and details of all their Offshore workers registered in the Service, limited to own organization.

Operator admins have time-limited read-only access to view an Offshore worker’s competence profiles starting from the date of a confirmed helicopter booking to one of the Operator’s offshore facilities and ends 21 days after the Offshore worker have returned from their offshore travel. Operator Admins have permanent access to view operator competence requirements.

2.3 Support

Refer to description of the Service's support at <https://offshorequalific.no/en/competencehub/>

2.4 Service level

2.4.1 Availability

The goal is that the Service should always be available, except for during standard maintenance windows as described below or otherwise as set out in the General terms.

2.5 Standard Maintenance Window

Standard Maintenance Windows (planned maintenance) are used for carrying out technical and functional updates.

Technical updates: Typically performed monthly, with the goal of not affecting the availability of the Service.

Functional updates: Performed in relation to releasing new functionality in the Service. Maintenance notifications are published on the Service login-page and/or in e-mail to the Users minimum 7 days in advance.

2.6 Data management

2.6.1 Data types and sources

Below a description of the main types of information stored in the solution, and a description of its origin.

Offshore worker – Profile information: The Offshore worker profile can be created either from data provided directly by the User organization, or from travel data originating in DaWinci. The profile will be populated with the following data:

- E-mail
- Full Name
- Phone number
- Course and certification completions
- Competence role
- Employer
- DaWinci ID
- Date of Birth

The profile will be set to inactive 5 years after the last confirmed offshore travel.

Offshore worker - Competence data

Sentralregisteret provides the Service with Offshore worker's competence data/documentation, that will be linked to the given Offshore worker's profile.

Course vendors submit competence data/documentation to Sentralregisteret after the Offshore worker has completed a training course, and the Service will regularly check through an API integration if there are new competence data/documentation available for Offshore workers' profiles in the Service.

Offshore worker - Travel data: The Service is populated on regular basis with helicopter booking information from DaWinci that will be linked to Offshore workers' profiles in the Service.

Operator Competence Roles and Requirements: Operators define the competence roles and associated competence requirements. Offshore Qualific maintains the requirements on behalf of the Operators.

3. Service fees

Terms in the General terms section 4 – “Service fees” applies, with the following additions:

- The Service is funded by a group of Operators on the Norwegian Continental Shelf.

4. Processing of personal data

Terms in the General terms section 5 – “Processing of personal data” applies.

The Service Privacy Policy is available at www.offshorequalific.no/privacy

5. Security

The terms in the General terms section 6 – "Security" applies.

6. Termination

The terms in the General terms section 8 – "Termination" applies with following additions:

- Upon termination, the User Organisation, including all associated user accounts, will be set to an “Inactive” state.
- Offshore workers’ profiles and associated data will be retained for a period as described in 2.6.1 as the Service functions as an archive, keeping inactive profile records available for audits for 5 years after profiles are inactivated. After a total of 10 years after the last confirmed offshore travel, the data will be deleted.

7. Offshore Qualific's additional obligations

Terms in the General terms section 13 – "Offshore Qualific's general obligations" applies with following additions:

- Manages user accounts and access provisioning.
- Maintain Operator competence roles and requirements within the Service.

8. User organisation's additional obligations

Terms in the General terms section 14 – "User organisation's general obligations" applies with following additions:

8.1 Company Super User

Each User organisation must appoint and maintain at least two Company Super Users, acting as the User organisation's overall Service administrators. These responsibilities include:

- Acting as the main contact person towards Offshore Qualific regarding the organisation’s use of the Service.
- Responsible for managing all user access requests towards the service desk on behalf of the User organisation.

9. Governance

The Competence Hub is collectively owned by a group of Operators, and the ownership is exercised through the established Steering Committee. Offshore Qualific provides the Service Administrator services to the group of Operators for the operationalization and day-to-day administration of the Service.

10. Additional provisions

None