

**The Urquhart Partnership Ltd**  
**2008 Business Support Salary Survey**

**Feedback Summary**

Feedback on the survey was received from nine of the fourteen participating companies through their attendance at survey feedback meetings and/or by the completion of a feedback form.

The survey was designed to provide participating companies with local data on business support job roles mainly within the service/support sector of the oil and gas industry.

Survey jobs included:

- Secretarial
- Administration
- Office Services
- Finance
- HR
- Contracts
- IT
- Supply Chain
- HSEQ

The survey covered various levels within these job families and full job descriptions were provided.

The survey covered salary, bonus and benefits data. The benefits section included holidays, medical plans, share plans, pension plans, car allowances, sick pay, work patterns - and will include maternity, paternity, etc. benefits in 2009

The aim was to keep data to a minimum, have an easy data input process and to provide concise and straightforward reporting. All participants who attended the feedback meetings confirmed that these requirements were fully met.

Feedback summary:

**1. Survey Job Roles/Job Descriptions**

- Participants agreed that the job roles covered in the survey provided a good cross-section of business support jobs and levels.
- Additional roles were identified for future surveys including Snr HR Advisor/HR Lead (specialist roles), Warehouse Supervisor, Financial Controller and QHSE Lead.
- The job descriptions were considered to be very useful and contained the right amount of detail to support job matching.

**2. Job Matching**

- Participants agreed that the inclusion of a job matching process was very useful in terms of data analysis and job comparison.

**3. Data Input**

- All responses indicated that the Data Input Sheets were very easy to complete.

#### 4. Data Output/Survey Report

- The graphs were very useful and gave a clear overview of salary/bonus levels.
- The provision of Highest, Lowest, Mean and 75<sup>th</sup> Percentile values in the graphs was considered to be sufficient for participants' needs.
- The provision of actual data (as well as the graphs) was well received, allowing participants to undertake their own, additional analysis if required.
- The benefits information was considered to be very useful in terms of comparison with other companies and marketplace trends in relation to benefits provisions.
- Information on maternity, paternity leave/pay, etc. will be included in the benefits section of the 2009 survey.
- The survey report was a very useful part of the survey, providing additional information in a clear and concise format. The job-by-job summary, which included commentary on matching variances, was a very useful supplement to the information contained in the graphs.

#### **In summary:**

The feedback has confirmed that the objectives of the survey were clearly met and participants were provided with a wide range of salary and benefits information that was highly relevant to their operation. All participants who attended the feedback meetings and/or completed feedback forms welcomed the opportunity to provide feedback on the 2008 survey and to influence the development of future surveys.