



## (CONTRACTORS)

### Introduction

#### Dear Contractor,

The National Iranian Gas Export Company (NIGEC) is proud of your company participation in Iran LNG project. The following questions are prepared from context of your Contract Agreement with Iran Liquefied Company (ILC).

Please, let the measures to questions be provided by staffs involved in related aspects of project in a precise and honest manner.

The results of survey will be used by LNG projects managers to improve the Client services and taking necessary preventive and corrective actions toward satisfaction growth of LNG project contractor companies.

**NIGEC Public Relation Department**

### Instruction for completing the survey

Please mark one box for each question with following weights,

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
poor	Fair	Good	Very good	Excellent

If you have any comment about questions, write them in final pages of survey.



## (CONTRACTORS)

1) Client appointed “**The CLIENT REPRESENTATIVE**” in writing according to agreed timetable?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗				😊
poor	Fair	Good	Very good	Excellent

2) Client Representative (CR) introduced his delegates for doing diferent tasks of supervision of Contract Scope in writing and on time?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗				😊
poor	Fair	Good	Very good	Excellent

3) CR and his team have positive attitue and are cooperative in progress of contract?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗				😊
poor	Fair	Good	Very good	Excellent

4) CR & his team are fully knowledgeable in all aspects of the contract and the work.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗				😊
poor	Fair	Good	Very good	Excellent

5) CR and his team delegates are always cooperative and rsponsive to any questions relating to Performance of Contract.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗				😊
poor	Fair	Good	Very good	Excellent

6) In case of disputes about matters related to contract, the CR called upon “**minute of meeting**” without delay, for further discussions and refered the case to the higher respective authorities.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗				😊
poor	Fair	Good	Very good	Excellent



## (CONTRACTORS)

7) The CR acted positively and properly to your notices about matters affecting the:

- Performance of the work
- Increasing the contrac price
- Completion date(s)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗				😊
----- ----- ----- -----				
poor	Fair	Good	Very good	Excellent

8) The Client reviewed your '**Contract Coordination Procedures**' concerning the proper implementation of the contract and provided the necessary feed back for any corrections and finally approved it, in a timely manner.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗				😊
----- ----- ----- -----				
poor	Fair	Good	Very good	Excellent

9) Your proposal to client for auditing the qualifications and experiences of subcontractors for performing parts of contract works; reviewed and answered properly and in a timely manner.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗				😊
----- ----- ----- -----				
poor	Fair	Good	Very good	Excellent

10) The "**FEED PACKAGE**" submitted by the client to your company, for examination, verification and acceptance, very earlier prior to defined signing date of contract.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗				😊
----- ----- ----- -----				
poor	Fair	Good	Very good	Excellent

11) Your notifictoion to client for clarification of any error, omision, deficiency, ambiguity and such, among contract documents, are answered by the client within (20) days of receipt of your request.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗				😊
----- ----- ----- -----				
poor	Fair	Good	Very good	Excellent



## (CONTRACTORS)

12) The client procedures for approval of tests and inspections certificates of materials are done professionally and unbiased judgment.

                                                                                      

|-----|

poor                      Fair                      Good                      Very good                      Excellent

13) In request of any performance test of Storage Tanks to client, the CR and his team acted cooperatively and made professional comments and final approval.

                                                                                      

|-----|

poor                      Fair                      Good                      Very good                      Excellent

14) In request for details related to original pointlines, positions, locations and alignment of all parts of Storage Tanks, the client acted properly and in a timely manner.

                                                                                      

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poor                      Fair                      Good                      Very good                      Excellent

15) Submitted Organizational Chart to client for endorsement; commented and discussed with the contractor properly and approved in a timely manner.

                                                                                      

|-----|

poor                      Fair                      Good                      Very good                      Excellent

16) Documented commissioning procedures of the Storage Tanks in accordance with the contract provided to the client; examined, corrected and finally verified and approved in a professional manner and ahead of timetable.

                                                                                      

|-----|

poor                      Fair                      Good                      Very good                      Excellent

17) CR and his team provided guides and assistance in preparation, fabrication, erection and construction of storage facilities in the site, to the contractor.

                                                                                      

|-----|

poor                      Fair                      Good                      Very good                      Excellent



## (CONTRACTORS)

18) The client provided the contractor the sufficient knowledge related to nature of site, means of access, foreseeable operational requirements, local facilities and other matters affecting the execution of the work under the contract.

                                                                                      

|-----|

poor                      Fair                      Good                      Very good                      Excellent

19) The client provided free and undisturbed access to site, (20) days prior to contractor notice of its plan to mobilize for the site.

                                                                                      

|-----|

poor                      Fair                      Good                      Very good                      Excellent

20) All site records, surveys, information and data concerning the existing facilities, meteorological, topographic, geological conditions and the like were provided by the client to the contractor in good faith.

                                                                                      

|-----|

poor                      Fair                      Good                      Very good                      Excellent

21) The information in the “FEED PACKAGE” related to the basis of design and basic design data of Storage Tanks were complete and helpful for preparation of detail design documents.

                                                                                      

|-----|

poor                      Fair                      Good                      Very good                      Excellent

22) Upon submission of the detail design documents and specifications of safe, reliable, operable and maintainable Storage Tanks based on ‘FEED PACKAGE’, the CR approved them in a professionally, cooperative and in a timely manner.

                                                                                      

|-----|

poor                      Fair                      Good                      Very good                      Excellent

23) During the performance of work, the client provided necessary additional or revised documents to supplement or replace those set forth in the contract documents, for improvement of quality and performance of StorageTanks, as required.

                                                                                      

|-----|

poor                      Fair                      Good                      Very good                      Excellent



## (CONTRACTORS)

24) The client provided non- endorsement with detail reasons or endorsed approval to any documents submitted by contractor, within (20) days of receipt.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	—————			☺
poor	Fair	Good	Very good	Excellent

25) The client requested for more information or data within (20) days, after contractor submission of documents, for proper assessment.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	—————			☺
poor	Fair	Good	Very good	Excellent

26) Client examined, reviewed, assessed and validated the Final Documentation to issue of provisional acceptance certificate for Storage Tanks; professionally and in a timely manner.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	—————			☺
poor	Fair	Good	Very good	Excellent

27) The CR reviewed “**project work and time schedule**” (all four levels) and issued an endorsement within the time frame specified in the contract.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	—————			☺
poor	Fair	Good	Very good	Excellent

28) CR checks and verifies Monthly Progress Report (MPR) provided by contractor, properly and in a timely manner.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	—————			☺
poor	Fair	Good	Very good	Excellent

29) The client examined, reviewed, verified and approved any submitted “**Work Progress**” by contractor for payment; properly, cooperatively and in a timely manner.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	—————			☺
poor	Fair	Good	Very good	Excellent



## (CONTRACTORS)

30) The client is alert to cash flow payment schedule of project and CR approves the (MPR) in least time for budgeting and strengthen the contractor cash flow.

⊗ |-----| ⊙

poor Fair Good Very good Excellent

31) In fulfilling the requirement of employing Iranian Personnel & Vendors, the client provided list of qualified Iranian citizen or vendor's list to the contractor.

⊗ |-----| ⊙

poor Fair Good Very good Excellent

32) Upon submitting safety and firefighting procedures to the client, proper guidance and prompt endorsement provided by client.

⊗ |-----| ⊙

poor Fair Good Very good Excellent

33) The client personnel are cooperative and eager to obey the safety aspects of the work and they also attend safety induction meetings.

⊗ |-----| ⊙

poor Fair Good Very good Excellent

34) The client approved the procedures for the safe performance of the work provided by contractor, in a timely manner.

⊗ |-----| ⊙

poor Fair Good Very good Excellent

35) The client provided the survey reports of existing properties specified in the contract according to the timetable of project.

⊗ |-----| ⊙

poor Fair Good Very good Excellent



## (CONTRACTORS)

36) In case of reporting about geological or archaeological items on the site to the client, instructions for dealing with them provided urgently.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	-----			😊
poor	Fair	Good	Very good	Excellent

37) The client responded promptly to contractor requests regarding inspection of major items of Construction Plant.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	-----			😊
poor	Fair	Good	Very good	Excellent

38) The client reviewed, assessed and commented about rigging studies reports (for example equipment, positoining, crane configuration) provided by contractor; professionally and in a timely manner

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	-----			😊
poor	Fair	Good	Very good	Excellent

39) The client responded professionally and promptly in inspecting and approval of all the materials supplied by cotractor for completion of the project.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	-----			😊
poor	Fair	Good	Very good	Excellent

40) The client approved any purchase order or copies of certificates of tests and inspections; without delay to shipment of materials of project.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	-----			😊
poor	Fair	Good	Very good	Excellent

41) The CR cooperated in repairs of minor damage to materials to be undertaken at the site.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	-----			😊
poor	Fair	Good	Very good	Excellent



## (CONTRACTORS)

42) The CR inspected any materials which have been procured by the contractor, at a reasonable time.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	—————			☺
poor	Fair	Good	Very good	Excellent

43) The CR judgments about unsatisfactory materials & workmanship provided by contractor were fair and free of any bias or commercial pressures.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	—————			☺
poor	Fair	Good	Very good	Excellent

44) The CR were cooperative and prompt in authorization for using the name of the client on any materials provided by contractor from outside of Iran.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	—————			☺
poor	Fair	Good	Very good	Excellent

45) The presence of authorized representative of the client to witness inspection and testing of materials during manufacture and prior to dispatch and upon arrival to site are planned and arranged professionally and in a timely manner.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	—————			☺
poor	Fair	Good	Very good	Excellent

46) The client arrangements for initial contacts of contractor with other contractors engaged in the project, and participation of CR in the meetings of contractors are managed properly and professionally.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	—————			☺
poor	Fair	Good	Very good	Excellent

47) The client cooperation and responsiveness for endorsement and issuance of certificates after the execution of each part of work or providing reasons for not issuing, can be deemed unbiased and acceptable; according to requirements and timetable set in the general conditions of the contract.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	—————			☺
poor	Fair	Good	Very good	Excellent



## (CONTRACTORS)

48) The client approval certificate for the Storage Tanks ready for start up, upon submission of documents and construction list by contractor, were cooperative and done professionally and in a timely manner.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	-----			😊
poor	Fair	Good	Very good	Excellent

49) Upon successful demonstration of performance tests fo the Storage Tanks by contractor, the client issued provisioned acceptance certificate in accordance with contract requirements; professionally and in a timely manner.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	-----			😊
poor	Fair	Good	Very good	Excellent

50) The CR cooperation to witness the Performance Test prior to (21) days notice of the contractor, deemed satisfactory

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	-----			😊
poor	Fair	Good	Very good	Excellent

51) Upon written request of the contractor for issuance of final acceptance certificate, the CR acted professionally, cooperatively and in a timely manner.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	-----			😊
poor	Fair	Good	Very good	Excellent

52) Upon submission of Monthly Progress Report (MPR) by the contractor, the CR verified and approved the progress of work and payments are made to the contractor, without delays.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	-----			😊
poor	Fair	Good	Very good	Excellent

53) Upon presentation of documents including invoices, vouchers, financial settlements, billings and reports in supports of any costs by the contractor, the client examined and approved the data for payments, cooperatively and in a timely manner.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	-----			😊
poor	Fair	Good	Very good	Excellent



## (CONTRACTORS)

54) Written requests by client for variations, changes or addition to the Scope of Work based on the contract deemed fair, free of conflict of interest and commercial pressures.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	----- ----- ----- -----			😊
poor	Fair	Good	Very good	Excellent

55) The client proposal for variation to the work to be performed by the contractor within  $\pm 25$  percent of the contract price, were fair and under the terms and conditions of contract, scope of work, the work and time schedule.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	----- ----- ----- -----			😊
poor	Fair	Good	Very good	Excellent

56) The site handed over to the contractor by client, within agreed timeframe.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	----- ----- ----- -----			😊
poor	Fair	Good	Very good	Excellent

57) The client provided sufficient land at the site for facilities such as offices and storage area, free of charge.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	----- ----- ----- -----			😊
poor	Fair	Good	Very good	Excellent

58) The client proposed NIOC's affiliated companies to the contractor as subcontractors, deemed professional, unbiased and fair.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	----- ----- ----- -----			😊
poor	Fair	Good	Very good	Excellent

59) The client cooperation and support to the contractor for Providing Performance Bank Guarantee, deemed satisfactory.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
⊗	----- ----- ----- -----			😊
poor	Fair	Good	Very good	Excellent



# Society Stakeholders Survey Questionnaire



National Iranian Gas Export Company

## (CONTRACTORS)

A large area of the page is filled with horizontal dotted lines, providing a space for handwritten responses to the survey questions.