	CUSTOMER FEEDBACK FORM		Issue Status	Rev 2
			Issue Date	01 st Nov 2019
			Issued by	HSEQA
	Document No.	PS-QHSE-FRM-120	Authorised By	Director

Dear Sir / Madam,

We, at POSH Subsea Pte Ltd, are firmly committed to improving the quality of our services.

As part of our desire to exceed customer expectations in terms of service quality, efficiency and professionalism and to ensure continual excellence in fulfilling our mission, we hereby invite your feedback and suggestions, so that we may serve you better.

All information given will be treated in the strictest confidence, and you may return the form by mail or fax to the above contacts. We would like to thank you for your time and effort in completing this form.

Client Company Name: SAPURA/ONGC	Project Name: SSPRP5	Vessel/Barge Name: POSH BAWEAN
	Project Number: B.02.00001	Location: MUMBAI HIGH

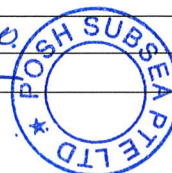
S.No	CATEGORIES	SCORE (10 – Excellent; to 1 – Poor)	REMARKS
01	HEALTH, SAFETY AND ENVIRONMENT		
1.1	Safety awareness, commitment and reporting by the Offshore Crew	9	
1.2	Environmental awareness, commitment and reporting by the Offshore Crew	9	
02	QUALITY		
2.1	Format and Content of project specific document, Procedures, HIRA, Dive Plans, and Offshore Reports	9	
03	OFFSHORE OPERATIONS		
3.1	Performance of the Vessel/Barge and/or Equipment	9	
3.2	Performance of Offshore Leadership and supervision	9	
3.3	Competency of Offshore Team	9	
3.4	Inter-Departmental and Client Communication	9	
3.5	Operational and Safety Briefings, Shift Handover Meetings, Toolbox Talks, etc	9	
3.6	Housekeeping	9	
04	OVERALL WEIGHTED SCORE	9	


Performance Score

- | | |
|----|--|
| 1 | Poor (project requirement ignored). |
| 3 | Below Expectations (some but not all project requirements met) |
| 5 | Met Expectations (met the project requirements) |
| 7 | Above Expectations (exceeded the project requirements) |
| 10 | Excellent / Far Exceeded Expectations (benchmark in performance) |

Overall Score	10	Overall weighted score selected by Customer / 9 = Overall Score
Any other suggestions / comments to improve our services (if any):		

Client Representative		POSH Subsea OCM	
Name:	Subin John	Name:	MICHAEL HITCHBOURN
Designation:	Field Engineer	Designation:	OCS
Date:	17-4-2020	Date:	17-4-20
Signature:		Signature:	



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Client Company Name: SAPURA/ONGC	Project Name: SSPPR5	Vessel/Barge Name: POSH BAWEAN
	Project Number: B.02.00001	Location: MUMBAI HIGH

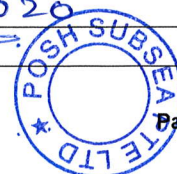
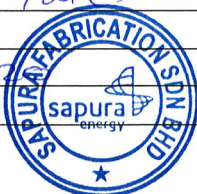
S.No	CATEGORIES	SCORE (10 – Excellent; to 1 – Poor)	REMARKS
01	HEALTH, SAFETY AND ENVIRONMENT		
1.1	Safety awareness, commitment and reporting by the Offshore Crew	9	
1.2	Environmental awareness, commitment and reporting by the Offshore Crew	9	
02	QUALITY		
2.1	Format and Content of project specific document, Procedures, HIRA, Dive Plans, and Offshore Reports	9	
03	OFFSHORE OPERATIONS		
3.1	Performance of the Vessel/Barge and/or Equipment	9	
3.2	Performance of Offshore Leadership and supervision	9	
3.3	Competency of Offshore Team	9	
3.4	Inter-Departmental and Client Communication	9	
3.5	Operational and Safety Briefings, Shift Handover Meetings, Toolbox Talks, etc	9	
3.6	Housekeeping	9	
04	OVERALL WEIGHTED SCORE	9	


Performance Score

- | | |
|----|--|
| 1 | Poor (project requirement ignored). |
| 3 | Below Expectations (some but not all project requirements met) |
| 5 | Met Expectations (met the project requirements) |
| 7 | Above Expectations (exceeded the project requirements) |
| 10 | Excellent / Far Exceeded Expectations (benchmark in performance) |

Overall Score	10	Overall weighted score selected by Customer / 9 = Overall Score
Any other suggestions / comments to improve our services (if any):		

Client Representative		POSH Subsea OCM	
Name:	Craneesh Tate	Name:	MICHAEL HITCHBORN
Designation:	SA/SC	Designation:	SCS
Date:	17/4/2020	Date:	17-4-2020
Signature:		Signature:	



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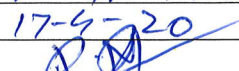
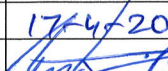
Client Company Name: SAPURA/ONGC	Project Name: SSPRP5	Vessel/Barge Name: POSH BAWEAN
	Project Number: B.02.00001	Location: MUMBAI HIGH

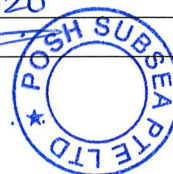
S.No	CATEGORIES	SCORE (10 – Excellent; to 1 – Poor)	REMARKS
01	HEALTH, SAFETY AND ENVIRONMENT		
1.1	Safety awareness, commitment and reporting by the Offshore Crew	10	
1.2	Environmental awareness, commitment and reporting by the Offshore Crew	9	
02	QUALITY		
2.1	Format and Content of project specific document, Procedures, HIRA, Dive Plans, and Offshore Reports	10	
03	OFFSHORE OPERATIONS		
3.1	Performance of the Vessel/Barge and/or Equipment	9	
3.2	Performance of Offshore Leadership and supervision	9	
3.3	Competency of Offshore Team	9	
3.4	Inter-Departmental and Client Communication	10	
3.5	Operational and Safety Briefings, Shift Handover Meetings, Toolbox Talks, etc	10	
3.6	Housekeeping	9	
04	OVERALL WEIGHTED SCORE	9	


Performance Score

- | | |
|----|--|
| 1 | Poor (project requirement ignored). |
| 3 | Below Expectations (some but not all project requirements met) |
| 5 | Met Expectations (met the project requirements) |
| 7 | Above Expectations (exceeded the project requirements) |
| 10 | Excellent / Far Exceeded Expectations (benchmark in performance) |

Overall Score	10.4	Overall weighted score selected by Customer / 9 = Overall Score
Any other suggestions / comments to improve our services (if any):		

Client Representative		POSH Subsea OCM	
Name:	MASANAM . P	Name:	MICHAEL HITCHBORN
Designation:	DNVGL-HSE-CA	Designation:	OCs
Date:	17-4-20	Date:	17-4-20
Signature:		Signature:	



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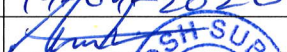
Client Company Name: SAPURA/ONGC	Project Name: SSPRP5	Vessel/Barge Name: POSH BAWEAN
	Project Number: B.02.00001	Location: MUMBAI HIGH

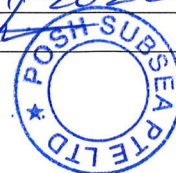
S.No	CATEGORIES	SCORE (10 – Excellent; to 1 – Poor)	REMARKS
01	HEALTH, SAFETY AND ENVIRONMENT		
1.1	Safety awareness, commitment and reporting by the Offshore Crew	9	
1.2	Environmental awareness, commitment and reporting by the Offshore Crew	9	
02	QUALITY		
2.1	Format and Content of project specific document, Procedures, HIRA, Dive Plans, and Offshore Reports	9	
03	OFFSHORE OPERATIONS		
3.1	Performance of the Vessel/Barge and/or Equipment	9	
3.2	Performance of Offshore Leadership and supervision	9	
3.3	Competency of Offshore Team	9	
3.4	Inter-Departmental and Client Communication	9	
3.5	Operational and Safety Briefings, Shift Handover Meetings, Toolbox Talks, etc	9	
3.6	Housekeeping	9	
04	OVERALL WEIGHTED SCORE	9	


Performance Score

- | | |
|----|--|
| 1 | Poor (project requirement ignored). |
| 3 | Below Expectations (some but not all project requirements met) |
| 5 | Met Expectations (met the project requirements) |
| 7 | Above Expectations (exceeded the project requirements) |
| 10 | Excellent / Far Exceeded Expectations (benchmark in performance) |

Overall Score	10	Overall weighted score selected by Customer / 9 = Overall Score
Any other suggestions / comments to improve our services (if any):		

Client Representative		POSH Subsea OCM	
Name:	SANJAY K. MISRA	Name:	MICHAEL HITCHBORN
Designation:	DECISION OFFICER	Designation:	OC
Date:	19-04-2020	Date:	19/04/2020
Signature:		Signature:	



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All information given will be treated in the strictest confidence, and you may return the form by mail or fax to the above contacts. We would like to thank you for your time and effort in completing this form.

Client Company Name:	Project Name: <u>SS PRP-5</u>	Vessel/Barge Name: <u>Bawean</u>
	Project Number: <u>B.02.00001</u>	Location: <u>Mumbai High</u>


S.No	CATEGORIES	SCORE (10 – Excellent; to 1 – Poor)	REMARKS
01	HEALTH, SAFETY AND ENVIRONMENT		
1.1	Safety awareness, commitment and reporting by the Offshore Crew	<u>9</u>	
1.2	Environmental awareness, commitment and reporting by the Offshore Crew	<u>8</u>	
02	QUALITY		
2.1	Format and Content of project specific document, Procedures, HIRA, Dive Plans, and Offshore Reports	<u>9</u>	
03	OFFSHORE OPERATIONS		
3.1	Performance of the Vessel/Barge and/or Equipment	<u>9</u>	
3.2	Performance of Offshore Leadership and supervision	<u>8</u>	
3.3	Competency of Offshore Team	<u>9</u>	
3.4	Inter-Departmental and Client Communication	<u>6</u>	<u>QA/QC communication gap</u>
3.5	Operational and Safety Briefings, Shift Handover Meetings, Toolbox Talks, etc	<u>9</u>	
3.6	Housekeeping	<u>8</u>	
04	OVERALL WEIGHTED SCORE	<u>8</u>	

Performance Score

- | | |
|----|--|
| 1 | Poor (project requirement ignored). |
| 3 | Below Expectations (some but not all project requirements met) |
| 5 | Met Expectations (met the project requirements) |
| 7 | Above Expectations (exceeded the project requirements) |
| 10 | Excellent / Far Exceeded Expectations (benchmark in performance) |

Overall Score <u>8.3</u>	Overall weighted score selected by Customer / <u>9</u> = Overall Score
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Any other suggestions / comments to improve our services (if any):

Client Representative		POSH Subsea OCS	
Name:	<u>SUDAM SUDAKE</u>	Name:	<u>MICHAEL MITCHBORN</u>
Designation:	<u>SURVEYOR</u>	Designation:	<u>OCS</u>
Date:	<u>2020/04/17</u>	Date:	<u>17-04-2020</u>
Signature:		Signature:	