

## SURVEYOR INSTRUCTIONS AND iAUDITOR GUIDE P&I SURVEYS

### Frequently asked questions regarding iAuditor:

**1. How do I download the iAuditor app?**

You can download the iAuditor app via the links below.

Quick links: [Apple iOS](#) | [Android](#)

A short training video on iAuditor is [here](#)

**2. Where do I find my login credentials?**

You will be sent these via a survey instruction if your survey quotation is accepted and you are appointed for the condition survey.

**3. What if the surveyor loses/forgets the password. How do I reset it?**

You will be sent a reset password link in the survey instruction should it require to be used.

**4. I understand iAuditor has a web app (website) and a mobile app, what's the difference and which one do you recommend I use?**

You're correct! iAuditor has a web app and a mobile app. The web app is best used for where a mobile device cannot be used, the mobile app is best used and optimised for conducting inspections especially when out on vessels (if permitted).

However if the mobile device is required to be intrinsically safe and unable to be used, you will be required to complete the survey form online once you are back in office (we always advise bringing a blank paper template with you). This is the link to our templates.

<https://www.nepia.com/about-us/what-we-do/loss-prevention/survey/>

Once you return to your the office use the web app on your PC to log in (using the details in the survey instruction if you are appointed) and complete the relevant survey template and 'start the inspection <https://app.safetyculture.io/login.html>

**5. How do I know which templates/checklists to do?**

This will be listed within the survey instruction, if you are appointed.

**6. I've completed an inspection. Where can I see the completed inspection or audit?**

On the mobile app, simply click on the "In Progress" tab to see inspections or audits you have completed.

**7. I'm experiencing issues with the tool, who can I contact?**

You can contact our friendly support team through any of the following ways:

- a. **Chat:** In-app messaging (chat). On the mobile app, simply tap on "More" > "Live chat".
- b. **Email:** You can email [support@safetyculture.io](mailto:support@safetyculture.io).
- c. **Phone:** 0161 768 1124

**8. I have feedback to better improve iAuditor and the templates. How can I forward my feedback?**

A template entitled "Feedback Form" will be made available to you on iAuditor. You can complete this form to forward any feedback and the team will get on it and respond to you.

**9. Will I need to send a Preliminary Report?**

No, once the survey and report is complete the system will inform us it is complete.

**SURVEY TEMPLATES AND INSTRUCTIONS**

**Templates**

There are several survey templates to use, this would have been highlighted to you within the survey instruction sent to you, these are;

- Bulker/General cargo/Other
- Oil tanker
- Chemical tanker
- Gas Tanker
- Container
- Reefer
- Ro-Ro
- Tugs
- Passenger Ship
- Passenger/Ro-Pax
- Fishing vessel
- Barge dry cargo
- Barge liquid cargo/tank
- Hatch Cover (please note the hatch cover questions are in the report template for Bulk, Container & General Cargo if conducting a full condition survey)

Link to P&I Survey Templates - <https://www.nepia.com/about-us/what-we-do/loss-prevention/survey/>

Please print and take a copy of the survey template with you should you not be able to use iAuditor from a device during a survey. If you use this method, please complete the survey forms using a pen to write your finding and a camera to take photographs then log on to a desktop PC when back at home/office to upload your finding into iAuditor.

Please note – The templates on our website are not exact replicas of the live templates in iAuditor, the online versions are being updated regularly and are essentially the Master copy.

## **Scoring the Vessel**

Following completion of the survey and based on your overall impression of the vessel, please rate the ten areas listed in section 3.1 using the following criteria:

1	Excellent	Excellent condition in all respects and managed in accordance with industry best practices
2	Good	Good condition and vessel managed to a good standard, may require only minor remedial measures
3	Fair	Fair condition but considered acceptable subject to a number of remedial measures
4	Poor	Poor condition and / or poor vessel management standard; may require serious issues to be addressed immediately
5	Very Poor	Very poor condition and / or very poor vessel management standard; may present unacceptable risks that require immediate attention

## **Conduct of the survey**

If possible, please ask to the agent to request from the Master that ballast tanks be available for inspection during the survey. We appreciate there will be occasions whereby they are not available.

## **Completing the Report**

The report must be completed in full ensuring all defects are recorded, regardless if they are rectified at the time of survey.

The report should NOT contain any:

- Opinions
- Recommendations for rectification
- Comments which cannot be supported by factual evidence.
- Scores should accurately reflect the condition of vessel / defects noted.
- Any comments or observations which do not follow these guidelines should be provided in a separate private and confidential message to North survey team if appropriate.

## **Defects**

Any Item(s) considered as a defect should be marked as **No**. All other items should either be marked as Yes, Not Applicable or Not Inspected.

On iAuditor when selecting the answer 'No' (defect) the app will generate another question asking you to give an exact explanation of what the defect is.

Once you complete the survey screenshot the list of defects (failed items) and send this to the Master of the vessel.

## **Photos**

Within the app you can take a photo using your phone and you can edit the photo using basic editing features to point to or circle an area within the photo.

If you are unable to use a device during the survey, take a photo with your standard camera and you can upload it to the report from you desk top PC or laptop when you are back in your office.

## **Mobile Devices**

If the vessel/port regulations prohibit thus use of mobile devices, you can use the desktop version. If you intend to use your mobile device, **we recommend always printing a copy of the report and take it with you to conduct the survey in case of any software/power issues.** (You may wish to take a mobile power bank with you).

Once you are back in office you can start an inspection using the log on details previously supplied and start the inspection, log onto and use the correct template and fill out all the details relating to the survey. <https://app.safetyculture.io/login.html>

## **iAuditor Frequently Asked Questions**

### **1. Photographs**

Some reports we have received did not have any photographs in. Please ensure you take plenty of photographs, particularly of the defects, if you cannot use your mobile device take your camera onboard and upload them into iAuditor when you are back in your office using the desktop PC version. iAuditor has software within it to add drawings to photographs to draw the reader's attention to areas of the photographs using circles or arrows.

### **2. Survey Company Peer Review**

The final question in the report asks to make sure you have conducted your peer review, please ensure this is done within 24 hours of completing the report, once the surveyors select 'Yes, I have finished the report' the iAuditor system will alert North's Survey Team that the report is complete. You do not need to send the club a PDF version of the report, as explained we will be notified that the survey is complete when all questions have been answered and the 'Yes' has been selected for the final question.

### **3. Answering all questions**

Please ensure you answer all questions, there is a Not Applicable answer but on occasions you may need to provide reasons why it not applicable, there is an 'additional information' box below each section for your to provide to provide more context/information if required.

### **4. Defect Recording**

If the crew fix a defect that you have identified during the survey, you must still record this as a defect but you can provide some additional details in the explanation of the defect and the fact it was fixed whilst you were onboard.

### **5. List of Defects to the Master**

On completion of the survey please provide a list of defects to the Master and get the Master to sign a copy of the handwritten defect list, then upload this as a photograph into the signature section/media file.

