

Surveyor Instructions and Auditor 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. Please note that the templates on the website are a guide the up to date version is within iAuditor.

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. Before clicking yes to the final question, please ensure you have done an internal peer review within your survey company before sending to North.

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.
- 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 are complete, the system will inform us.

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;

- Fixed Premium Condition Survey template
- Fixed Premium Hatch Cover Inspection and UST report only

Note: the Fixed Premium Survey Template covers all ship types, therefore if the question doesn’t not apply, mark it as NA)

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 several 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.

Dangerous Incidents

If you witness a dangerous incident occurring or about to occur relating to the condition survey, you must ensure all precautions are taking to protect yourself and the crew from injury. Within iAuditor there is an incident section where you can record a 'Near Miss' you can record the incident in there and if it is a defect you can also add it as defect within the relevant section of the report.

You must also contact the executive at North who is handling the survey matter/file immediately.

An example of this could be that during the survey you wish to gain access to an enclosed space and an AB goes to enter the space without the proper enclosed space entry permit to work completed first.

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.

- You must do an internal peer review before selecting yes to the final questions (which sends the report to North).

- The report must be sent to North within 72hrs of completion of the survey (as stated above the report will be send by clicking 'Yes' to the final question).

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 your 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/spare battery 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 as 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 selects 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. The report must be fully complete with all questions answered and sent to North (**WITHIN 72 HOURS OF COMPLETING THE SURVEY**)

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.

Common Mistakes

1. Surveyor sends North a PDF copy of the report. – No need to do this, we wish to reduce the size of emails received.
2. If a UST was conducted the surveyor sends through the UST report as a PDF document in an email – No need to do this, upload PDF documents into the media file section in iAuditor.
3. Incorrectly answering a question – Occasionally a surveyor will be unable to inspect an item, please provide a little context as to why it could not be inspected and make you answer NI (Not Inspected). Sometimes this is marked as NA, that is incorrect.
4. Scores do not reflect the condition of the vessel – If the defects are serious in nature but you mark the score as 'Good' we will query this. Please ensure the score match the condition of the vessel. Also, if the vessel is in a good condition please ensure the scores reflect this too.
5. The surveyor doesn't know how to use iAuditor – iAuditor is now used by most P&I clubs, there are training links within this guide to assist the surveyor, feel free to use them well in advance of the survey.

Summary

- Report to be with the club within 72 hours of completion of the survey
- Ensure all questions are answered
- Upload all documents and photo's within iAuditor – do not send them via email
- Provide context as to why items were not inspected
- All defects to be recorded even if they are rectified during the survey
- Explain what the defect is, the report will generate another question if you mark it as a defect (No)
- Do your own peer review prior to selecting yes to the last question (which sends the report to us)
- Do not offer opinions, only facts
- Take plenty pf pictures

- Spell check the reports
- Do not create actions, this is a North internal process only