



Client Survey

Feedback from our clients is extremely important to us. Thank you for choosing GCS Energy Services Ltd. for your project and thank you for taking the time to let us know how we are doing. With your help, we will accomplish our goals of becoming a world-leading Contractor.

Company Name:	Location:	Site Contact:
Project:	Contract #:	Job Duration: (period from/to) to
GCS Superintendent:	HSE Rep:	Client Inspector:

Please answer each of the following questions utilizing the scale of 1 to 5 below.

- 1 – very unsatisfied, very poor performance
- 2 – unsatisfied, broad areas for improvements
- 3 – average performance, improvements needed
- 4 – satisfied, satisfactory performance, minor improvements needed
- 5 – very satisfied, outstanding performance, exceeded expectations
- N/A – not observed or applicable

	Rating	Comments
1. Overall performance on this project		
2. Lead personnel understanding and achieving the overall project objectives		
3. Quality of the work performed		
4. Ability of lead personnel to communicate with Client lead personnel		
5. HSE performance on the project		
6. Safety Awareness and work practice		
7. Flexibility and cooperation		
8. Schedule compliance		
9. Job supervision and controls		
10. Change management performance on the project		
11. Reporting and communication on the project		
12. Personnel effort and/or productivity		
13. Level of experience and confidence		
14. Invoicing and Daily Time Tickets clear and without errors		
15. Home office support and communication		
16. Equipment performance and quality		
17. Value of work performed for price		

I would work with GCS Energy Services on future projects Yes No

I would recommend GCS Energy Services to colleagues and others Yes No

Would you like to be contacted about this survey Yes No

Print Name:	Signature:
Comments:	

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Email completed form to Contracts Manager Sheralee Ladd: sladd@gcsenergy.ca