

## SCHEDULE 9: CLIENT REFEREE REPORTS

### 1) Company Letterhead to be inserted / used (here)



level 2, 22 atchison st  
 st leonards nsw 2065 australia  
 t 61 2 8213 8200  
 f 61 2 8213 8299  
 m 0413 705 883

### CLIENT REFEREE REPORT ON THE CONTRACTOR'S PERFORMANCE

**Guidance notes:**

The client is to insert the company letter head details and logo electronically or, print covering page on the letterhead of the reporting company or organisation. Each page of the original of the document is to be signed. The person completing and signing this document should be a person holding an appropriately senior position that authorises them to report on behalf of the company or organisation.

Please return the completed, original pages to contractor who has made the request for this report.

<b>1.1) Contractor Name</b>	PERLE PTY LIMITED		
<b>1.2) Referees name provided by</b>	GRAHAM KEEPING	<b>Phone</b>	02 9252 4411
<b>1.3) Project Description</b>	Banque Nationale de Paris Levels 4 & 6 REFURBISHMENT		
<b>1.4) Contract Price</b>	\$ 1,865,000	<b>Contract Completion Date</b>	30/11/06

Regarding the Contractor and your company, the Department of Commerce asks 2 probity related questions.

<b>2)</b>	Has anyone influenced or tried to influence you or the organisation in regard to the preparation of this Client Referee Report? <i>(tick or replace with checked box ☒ )</i> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>3)</b>	<p><i>Does your company conduct any business or trade with the applicant company: (tick or replace with checked box ☒ )</i></p> <p><input checked="" type="checkbox"/> <i>At the present time?</i>      <input type="checkbox"/> <i>since the project was completed?</i>      <input type="checkbox"/> <i>will do so in the near future?</i></p>

4) The following questions are about the Contractor and the Contractor's performance on the above mentioned project.

Please mark the box that corresponds with your rating.

The rating options to be used for the questions are:

U = Unsatisfactory M = Marginal A = Acceptable G = Good S = Superior	U	M	A	G	S
<b>4.1) Project Management (Time)</b> Ability to keep the project on time. To achieve milestones in the time planned. To overcome delays from inclement weather or external sources				X	
<b>4.2) Project Management (Human Resources)</b> Ability to engage and retain sufficient numbers of staff as well as appropriately qualified / experienced staff for the project					X
<b>4.3) Project Management (Subcontractors and suppliers to the project)</b> Ability to manage both on-site and off-site subcontractors. Ability to effectively coordinate trade groups on the site. Ability to manage suppliers to the project				X	
<b>4.4) Project Management (Documentation)</b> Ability to maintain proper records of the project. Ability to submit claims for payment with the correct supporting evidence. Ability to request further information, drawings and reports in a timely manner				X	
<b>4.5) Co-operation level</b> Ability to develop and maintain co-operative relationships between key stakeholders to the contract. Their ability to promptly inform key stakeholders of matters likely to affect the time, or cost or quality and / or workplace safety of the site.				X	
<b>4.6) Management of worksite safety</b> Ability to establish and maintain a system of work that did not repeatedly expose the site workers and others persons to injury or harm. Ability to control sub-contractors to ensure that they did the same				X	
<b>4.7) Management of site industrial relations</b> Ability to properly and effectively manage industrial relations matters. Ability to maintain a reasonable level of harmony on the site				X	
<b>4.8) Management of environmental preservation matters</b> Ability to take proper measures to control any damage, harm or threats to the environment				X	
<b>4.9) Quality of the finished product</b> Ability to provide the correct quality of the finished product as set down in the specification. Ability to accept responsibility for defects and to fix them in a timely manner				X	
<b>4.10) Quality Assurance System</b> The level of compliance with the required Quality Assurance Standard. Their ability to provide in a professional and timely manner the information, evidence and records in document form you needed as a client				X	
<b>4.11) Design Documents - if the job was D&amp;C or DD&amp;C (otherwise N/A)</b> The adequacy of their documentation in meeting the requirements of the contract. <b>NOT APPLICABLE</b>					

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<b>4.12) Maintenance - if the job was DCM (otherwise N/A)</b> The adequacy of maintenance in meeting the requirements of the contract. <b>NOT APPLICABLE</b>					

**5) General comment regarding the firms performance on the project:**

Having worked with Perle Pty Ltd on several projects in our capacity as Project Architects, we have found them to be very responsive and very communicative. They take pride in their work and take a non-adversarial approach to dealing with Architects, Designers, Clients and Contractors, endeavouring to be non-confrontationist.

When presented with a problem, whether on site or as part of the project management process, Perle have always been proactive in making recommendations on how to solve the problem or identify any problems before they arise and take the necessary action to make sure that the problem does not manifest itself on site. Perle has a very good understanding of the entire project process from start to finish, and it is this understanding that helps them deliver projects in a timely manner.

We have worked with Perle on several projects and would have no hesitation in recommending their services to others and we are also very pleased with the final outcome of the projects that they have been involved in with Incorp.

**Referees Details**

6)	Company or organisation name	Incorp Interior Designs Pty Limited			
7)	Your current position title	Director			
8)	Your role during the construction	Operations Director, ensuring the built works met the quality standards set out in the documents and ensuring the defects were identified and rectified in a timely manner			
9)	Office Phone:	(02) 8213-8200			
10)	Mobile	0413-705-883			
11)	Email	phenderson@incorp.com.au			
12)	Signature		13)	Date: 21/11/08	
14)	Name (please print)	Peter Henderson			

***Thank you for your participation in this activity***