

# QUALITY POLICY



Austal is a global prime contractor of ships, systems and support. Vessel products include high speed passenger and vehicle-passenger ferries, cruise vessels and a range of patrol, fast freight and offshore support vessels. Austal also provides through-life services to support these vessels.

In keeping with Austal's Values, it is our strategic intent to conduct our business in a responsible and sustainable way. Austal encourages a culture of Quality within the business, where customer satisfaction is a primary consideration.

Austal will promote a planned approach to continuously improve our performance across all areas of the business.

## OUR VISION

Austal is committed to a Quality culture based on a team approach to providing products or services that meet requirements as a minimum.

## OUR BELIEFS

We believe that:

- Quality best practice and the management of business risks are fundamental to the success of the company;
- Customer satisfaction is a key business driver;
- Quality is everyone's responsibility;
- The behaviour of Austal's leaders directly influences Quality;
- Sub-standard work is not to be released to customers either internally or externally; and
- Everyone has two Quality goals at Austal, to work to standard, and to improve that standard.

## OUR COMMITMENTS

We will:

- Work within a Business Management System certified to ISO 9001. The system defines Quality objectives and is compliant to applicable regulatory standards;
- Understand our customers' needs and expectations; ensuring the provision of products or services, within pricing options, meet those needs;
- Deliver products or services that are provided in full, on time and that meet the agreed standard of Quality; and
- Review and improve our business processes, products and services as necessary.

**David Singleton**  
Chief Executive Officer  
17 June 2016



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