

QUALITY POLICY

Policy Statement

Austal Australasia will maintain Quality Management Systems that:

- Support-achieving excellence in Quality performance as an integral part of everything we do.
- Meet the certification requirements of the ISO 9001 Quality Management Standard.
- Define Quality Standards for the business, and that is compliant with any applicable regulatory standards.
- Understand our customers' needs and expectations; ensuring the provision of products or services, within pricing options, meet those needs.
- Ensure customer service satisfaction, both internal and external, is a primary focus.
- Establish relevant and measurable objectives and targets across the business to enable continuous improvement of our overall Quality performance. We will demonstrate active and committed leadership in striving to achieve our Quality objectives.
- Deliver products or services that are provided in full, on time and meet the agreed standard of Quality.
- Review and improve our business processes, products and services as necessary.

Purpose, Scope and Objective

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

Our beliefs that underpin our commitments are:

- Quality best practice and the management of business risks is 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 influence Quality.
- Sub-standard work is not to be released to customers either internally or externally.
- Everyone at Austal has two Quality goals; to work to standard, and to improve that standard.

This policy applies to:

- All workers of the Austal Australasia companies.
- Austal Australasia Strategic Business Unit operations and activities.



Ian McMillan
Chief Operating Officer
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