

## Quality Policy

Ausenco delivers high quality engineering, program management and operations solutions to our global clients. Our solutions span all of the phases of the project and operations of our clients' assets.

- Evaluate - Pre-feasibility, feasibility studies and conceptual designs
- Innovate - Front-end engineering and design (FEED) services
- Create - Detailed engineering, procurement and construction management (EPCM) and engineering, procurement and construction (EPC) services
- Optimise - Onsite engineering and operations and maintenance support

We regard quality as an integral and essential component of every aspect of our business.

**Ausenco is Client Focused.** With our global talent, technical know-how and quality systems, we will build inspiring relationships with our clients to deliver practical solutions and breakthrough results.

**We are Committed to Quality Management.** We will implement and continually improve our quality management system, which is compliant with the requirements of the internationally recognised ISO 9001 standard. We will audit the business processes that comprise our quality management system to proactively identify opportunities for performance improvement and optimization.

**Quality Assurance Ensures Reliability.** We value our strong reputation for reliably executing projects to meet client expectations for quality, value for money and timely delivery. We will verify that our projects meet these objectives to ensure the continuing effectiveness and reliability of our project execution.

**Quality Control is Compulsory.** Ausenco products and services will comply with the agreed specifications and appropriate laws and regulations, as well as satisfying contractual and commercial conditions. We will implement specific quality plans and controls, and review activities to ensure this.

**Our Relationships are Mutually Beneficial.** Ausenco will encourage initiatives and input from our employees and will actively seek and act upon client feedback. Ausenco will work to develop mutually beneficial relationships with suppliers that emphasise improvement in quality and cost of products and services.

**Our People are Our Strength.** We recognise that quality management and continual improvement can only be achieved when all our people are trained, empowered, trusted and committed to deliver services that meet our internal standards, as well as the standards demanded by our clients. Ausenco will provide a working environment that supports teamwork and encourages employee involvement in continual improvement.

### We Measure our Performance.

- Each employee is responsible for the quality of their work.
- Each project team is collectively responsible for service quality and the quality of project deliverables.
- Each Manager is responsible to ensure that the required quality processes are implemented in a timely manner and that records are maintained.
- Each member of Ausenco's Leadership Team will lead by example and is responsible for communicating and implementing this policy within the organisation.

As Chief Executive Officer, I will annually review our performance against our company quality objectives. I believe in open communication and welcome all comments from all our stakeholders on our quality performance or on this policy itself



**Zimi Meka**  
Chief Executive Officer  
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