

## Quality Policy

Kramer Ausenco is a multi-discipline engineering, architecture and project management consultancy practicing in the areas of:

- Commercial, Residential & Industrial Developments
- Civil Infrastructure
- Government & Social Infrastructure
- Mining Infrastructure
- Oil, Gas and LNG Infrastructure

We recognise that the way we conduct ourselves affects many factors such as:

- the final product or output which results from our service
- our marketplace reputation
- the relationship we have with our clients, the community and our business associates

This means that it is essential for us to:

- promote the ongoing development, implementation, maintenance and improvement of an effective and appropriate business system and associated documentation which supports our processes and the activities of our people
- provide our clients with output and service which is fit for our clients' intended purpose and use by consistently identifying clients' needs, completing the work on time and within budget, meeting agreed requirements and conducting all business activities in a truly professional manner
- adhere to all relevant industry standards, and statutory regulations.
- plan and provide for appropriate and effective training of our people and development of individual competence and organisational effectiveness
- encourage our people to participate in matters relating to the improvement of our business system and the safety and suitability of their working environment
- utilise appropriate technology to maximise performance effectiveness

As a means of achieving these and other corporate goals, Kramer Ausenco has established a business system using the requirements of AS/NZS ISO 9001 as a guide.

The detail of Kramer Ausenco's approach to quality and quality system is detailed in the Kramer Ausenco Business System Manual. This document outlines the nature and structure of our business in terms of core and support processes.

### **Application & Responsibility:**

As an integral part of meeting these objectives of this policy, each responsible Country Manager shall be responsible for implementing this policy in each of our respective countries of operation.

The Executive Management Unit (EMU) will ensure the provision of standards and required expertise and support to achieve our goals in this policy.

The Chief Executive Officer is accountable to the Board of Directors for the implementation of Kramer Ausenco's Quality Policy.

All Kramer Ausenco employees are responsible for the application of the Kramer Ausenco Quality Policy.



**Frank Kramer**  
Chief Executive Officer

