



Owner / Operator of Barges & Offshore Vessels  
ABN NO: 80 072 693 639

<b>Australia Marine Services</b>	<b>INDUSTRIAL RELATIONS &amp; QUALITY POLICY</b>			
<b>Policy QM-R85</b>	Authorised by: CEO	Date of Issue: 01 / 07 / 09	Rev: 1.6 01/05/13	Page 1 of 1

## INDUSTRIAL RELATIONS & QUALITY POLICY

*AUSTRALIA MARINE SERVICES Pty Ltd* ('A.M.S. Tugs & Barges') endeavours to maintain good industrial relationship with its various suppliers, contractors and clients.

*A.M.S. Tugs & Barges* is also committed to the requirements of the ISO 9001:2008 quality management standard; to establish measureable objectives; and to continually improve the effectiveness of its operations against the standard.

The staff at *A.M.S. Tugs & Barges* endeavors to provide a high standard of service to all our clients; to meet their expectations and requirements; and to ensure that such services are delivered safe and functional.

Our objective is to forge a strong relationship with the various offshore marine company clients, marine-related contractors and suppliers so that our company policies can be enforced at all times.

We strive to satisfy all of our esteemed clients and maintain good industrial relations, providing to such parties quality and reliable marine packages to make the operation a success.

*A.M.S. Tugs & Barges* aim to maintain such services through:-

- Quality machinery and well-maintained marine vessels
- Annual certification and testing of various machinery onboard our vessels
- Prompt & effective Communication with clients & relevant parties
- Auditing of all operational procedures & methodology on a half yearly basis
- Annual reviews to our various management systems (i.e. ISO 9001:2008 QMS) in place

The management at *A.M.S. Tugs & Barges* makes every effort to find new ways to increase client satisfaction and to provide a quality approach by adopting the best industrial practice/s.

  
  
**ALAN YEO**  
MANAGING DIRECTOR – A.M.S. Tugs & Barges



AUSTRALIA MARINE SERVICES PTY LTD – A.M.S. Tugs & Barges  
A.M.S. Marine Hub – Unit 3 & 4 / 220 Star Street, Welshpool WA 6106 Australia  
Phone: +61 (0) 8 9470 4739 FAX: +61 (0) 8 9470 4731  
Email: [AMS@a-m-s.net.au](mailto:AMS@a-m-s.net.au) Web: <http://www.A-M-S.net.au>

