



THROUGH LIFE
CAPABILITY MANAGEMENT

AUSTAL

Austal is a global shipbuilder, defence prime contractor and maritime technology partner of choice; designing, constructing and supporting revolutionary defence and commercial vessels for the world's leading operators.

For over 25 years, Austal has designed and constructed over 250 vessels for over 100 operators in 44 countries, gaining an enviable reputation for innovative shipbuilding using advanced technologies, the highest quality materials and the most efficient, modular construction techniques.

From safe, modern shipyards located in Australia, the United States of America and The Philippines - and service centres located around the world - Austal offers naval, government and commercial operators the highest quality ships, systems and support.

AUSTAL'S GLOBAL SUPPORT NETWORK INCLUDES DRY DOCKS AND SLIPWAY FACILITIES ▶

▶ AUSTAL'S SERVICE TEAMS ARE READY 24/7



THROUGH-LIFE CAPABILITY MANAGEMENT

Austal recognises the need to maximise the operational availability and capability of every vessel we design, construct and deliver. Our global support teams work closely with every customer to understand their individual ship and fleet operations so that effective product and service support can be provided to them.

Through-Life Capability Management

Austal offers an extensive portfolio of industry leading 'through-life' support services that ensure customers' vessels are fully maintained and available for operation in accordance with the vessels planned operational profile. Working closely with our customers, Austal's 'through-life' support services take into account vessel and fleet availability, usage requirements and can include guarantees to ensure operational (and/or mission) targets are met.

Austal's commitment to meeting our customers operational objectives begins in the pre-delivery phase, where our professional team can assist with development and preparation of service and maintenance schedules, recommendations for spare parts inventories, identifying local equipment service agencies, crew familiarisation and re-commissioning of the ship on arrival in the port of operation.

Once in operation, any warranty claims are promptly serviced and scheduled servicing programs are available and may be implemented to ensure customers' capabilities are maintained at all times. This includes regular scheduled visits from Austal's service engineers to help solve any operational problems that may arise.

Long-term support is delivered through ongoing assistance with vessel operating requirements, the supply of parts and equipment, systems maintenance and upgrades, vessel repairs and maintenance programs and International Safety Management Systems implementation.

For major vessel programs, or where necessary or preferred by the customer, Austal may establish local support centres, or enter into strategic partnerships with reputable local companies to develop and provide value adding through-life service and logistical support.



CONSULTANCY SERVICES

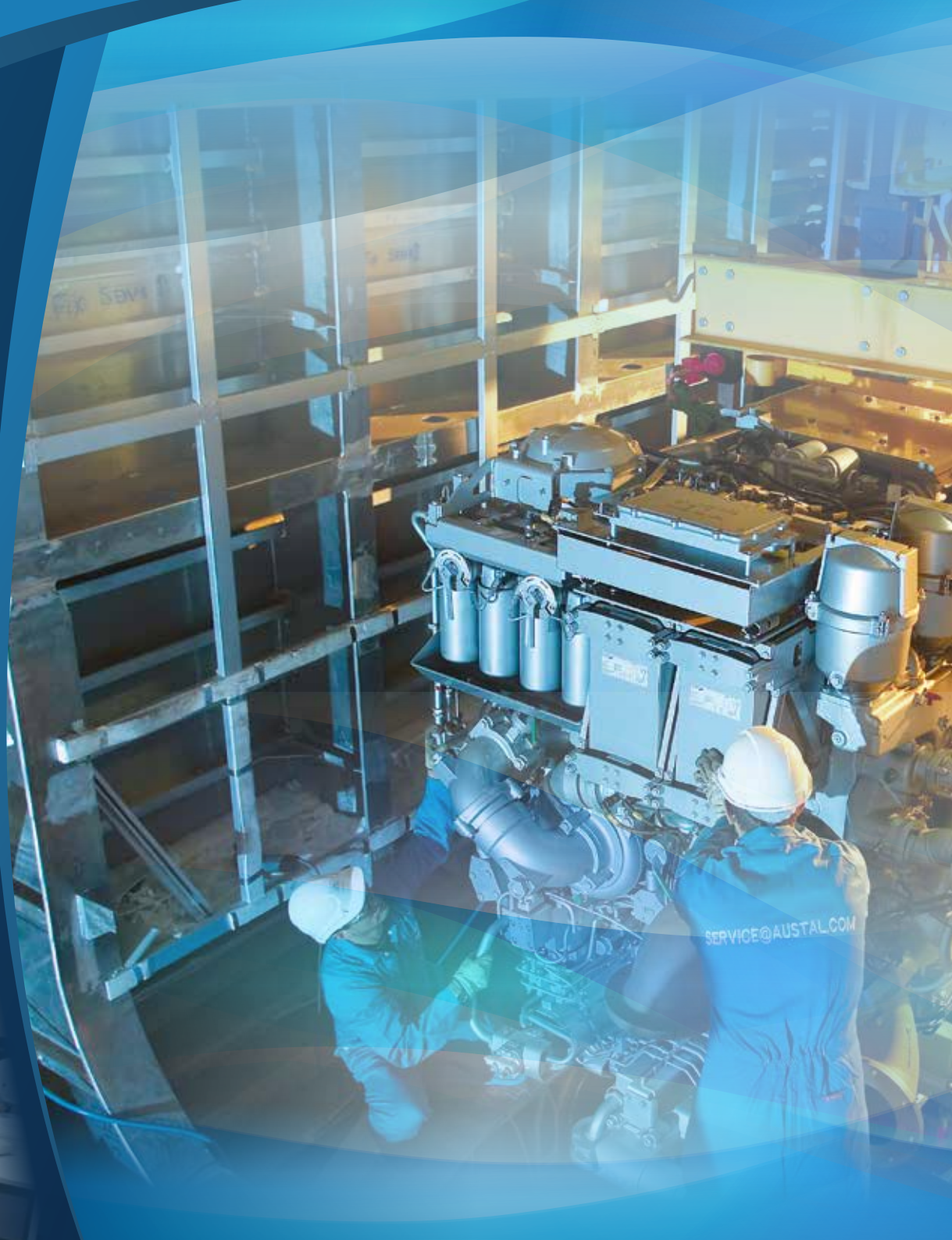
Austal is able to provide a range of professional consultancy services on a variety of subjects, including vessel design and specification, vessel surveys, vessel modernisation or refurbishment projects, system audits, regulatory and/or compliance upgrades and general project management services.

TRAINING

To meet the increasing complexity of modern platforms, Austal provides tailored training packages for maintenance crews, operating crews and specialised technical training relevant to onboard monitoring programs and information systems. Training can be delivered on location or at Austal's headquarters in Western Australia;

- Maintenance Training
Ranging from fabrication and electrical training to a fully developed and interactive computer maintenance training program, Austal provides customised maintenance training packages that which match operator requirements and anticipate future needs.
- Vessel Familiarisation and Operations Training
On-board vessel familiarisation and operations training is available for crews and may be tailored for any vessel type and/or level of crew skill.
- CMMS, Marine Link and Ride Control
Austal Service can train operating and maintenance crews on the Computerised Maintenance Management System (CMMS), Ride Control (where fitted) - as well as Marinelink - the onboard monitoring and control system installed on most Austal-built vessels.

▼ AUSTAL'S TEAM OF PROFESSIONAL ENGINEERS AND DESIGNERS CAN HELP YOU GET THE MOST OUT OF YOUR FLEET





OPERATIONAL SUPPORT, REPAIRS AND MAINTENANCE

Austal offers affordable, short or long term vessel support and maintenance services to the commercial and defence markets. Through our global network of shipbuilding and support facilities, Austal delivers service maintenance contracts that maximise the ongoing availability, capability and inter-operability of our customers' high performance craft.

Scheduled maintenance programs can be tailored to suit individual fleet requirements and delivered locally (onsite, or through the nearest Austal support facility) via a trained team of Austal engineers and technicians, or by an authorised, quality assured Austal partner.

Unscheduled maintenance and advice on insurance spares can also be factored in to any contract for a complete solution.

- **Repairs and Maintenance**

Utilising its global pool of skilled tradespeople and engineers, Austal offers practical expertise and professional advice in all aspects of ongoing vessel repairs, refit, maintenance and project management. These services can be delivered on-location or at Austal support facilities in Western Australia, the USA and Philippines – as well as support centres in strategic locations around the world including the Caribbean and Middle East.

- **Integrated Logistic Support (ILS)**

Multi-discipline ILS packages, including reliability analysis, full documentation management and parts supply management are available directly from Austal, or via an extensive database of quality-assured contractors and supply partners worldwide.

- **Technical and Systems Management Support**

From arranging the supervision of dry dockings and appointing surveyors and technical consultants to providing trained personnel for miscellaneous maintenance tasks, Austal has the skilled and experienced resources to manage all aspects of vessel maintenance, including;

- Project management, administration and coordination of repair and maintenance
- Sustainment of Class and Flag requirements
- Preventative, corrective and predictive maintenance systems and activities
- Diagnosis, analysis and repair of systems and components
- Ship Management Services (ISM / ISPS)
- Auditing and accreditation of Safety Management Systems
- Berthing, slipping and refit/repair of structures and systems
- Marine, mechanical, electrical and systems engineering
- Fabrication and welding of aluminium, cupro nickel and stainless steel.

SPARE PARTS AND EQUIPMENT

With an extensive supplier network and buying power of the world's largest aluminium shipbuilder, Austal provides vessel operators with the ultimate source for all vessel parts and equipment needs; from the smallest parts right through to pre-fabricated vessel components.

Orders can be placed 24 hours a day and the teams' thorough product knowledge ensures top quality support for all enquiries and purchases. Austal's extensive knowledge of vessel operations, maintenance, spare parts and consumables requirements ensures clients are well informed on recommended operating stock levels and supported by 'urgent' or emergency stock supplies, on hand, when needed.

As an OEM itemising and supplying the required, scheduled maintenance spare parts for all on-board equipment, Austal can assist with (or manage) vessel parts and consumables replacement programs.



▲ ACCESS TO SPARE PARTS, EQUIPMENT AND CONSUMABLES IS SIMPLE AND FAST

AUSTAL SERVICE CENTRES PROVIDE ON-SITE AND REMOTE SUPPORT ►

CASE STUDIES

US Navy (Littoral Combat Ship) Awarded: 2010 - 2014.

The US Navy's Naval Sea Systems Command has awarded multiple post-delivery support contracts to Austal USA for the provision of a variety of support services, including Post Delivery Test and Trial (PDT&T), Post Shakedown Availability (PSA) planning, emergent work, Final Contract Trials and Test and Evaluation (T&E) events - to be performed on Littoral Combat Ships (LCS) 6, 8, 10, 12, 14, 16, 18, and 20. The contracts include the provision of planning, engineering, and materials procurement services.

US Navy (WestPac Express) Awarded: 2014 - 2016.

The US Navy's Military Sealift Command has further extended a charter contract (first awarded in 2001) with Austal for the provision of WestPac Express, a high-speed theatre support vessel, for the rapid deployment of US Marines and their equipment in the Western Pacific region. Austal manages the charter operation, including in-service support, systems management services and integrated logistics support for the vessel - which has achieved in excess of 99% technical availability since 2001.

Australian Customs and Border Protection Service (Australia): Awarded 2011.

As part of the contract to design, construct and support eight Cape Class Patrol Boats, Austal is providing through-life support services to the Australian Customs and Border Protection Service fleet, operating around Australia's coastline. Services are provided at Austal's support centres located in Henderson in Western Australia, Darwin in the Northern Territory and Cairns in Queensland.

National Ferries Company (Oman): Awarded 2010.

Austal to deliver vessel maintenance services for National Ferries Company's (NFC) five high speed ferries and two Oman Coast Guard rescue boats, co-managed by NFC, for a period of up to five years. Work performed by Austal at various regional ports within the Sultanate of Oman, including the capital city, Muscat.

Government of Egypt: Awarded 2009.

Comprehensive technical management and maintenance package for the Government of Egypt's two 88-metre high speed vehicle ferries undertaken over a three-year period, including options for an additional two years.

The package involves Austal performing planned and preventative maintenance support, unscheduled maintenance, management and performance of annual surveys and maintenance periods as well as shore-based engineering support.

Armed Forces of Malta: Awarded 2009.

Austal contracted to provide in-country warranty support for four inshore patrol vessels for a period of 12 months. Contract includes supply of scheduled maintenance spares, procurement support and main equipment spares.

Trinidad and Tobago Coast Guard: Awarded 2008.

Five year comprehensive maintenance and support services program, including scheduled planned and preventative maintenance support, unscheduled maintenance, management and performance of annual surveys and maintenance periods as well as shore-based engineering support.

Contract included training programme including familiarisation of vessel operation, ship based engineer training as well as maintenance training for shore-based support personnel.





MOBILE, ALABAMA, USA

HENDERSON, WESTERN AUSTRALIA



BALAMBAN, CEBU, PHILIPPINES



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