

**S I G N A L**  
  
**I N T E R N A T I O N A L**  
*A Marine & Fabrication Company*

January 9, 2012

Signal International  
601 Bayou Casotte Parkway  
Pascagoula, Ms.  
39565

Subject: Customer Satisfaction Announcement

To all Signal Employees,

Signal places Customer Satisfaction at the top of our priority list. To monitor actual customer satisfaction we present customer surveys to our customers at project completion. Our goal is to attain 100% customer satisfaction.

On a scale of 1-10, where 10 equates to a very satisfied customer response, our goal is to maintain a 9.0 minimum and average score.

I am pleased to announce that all 3 divisions of Signal International (Mississippi, Texas, and Signal Ship Repair in Alabama) finished 2011 above the 9.0 minimum average score.

Mississippi finished the year at 9.64 and above the target for the 2<sup>nd</sup> year in a row.  
Texas finished the year at 9.81 and above the target for the 3<sup>rd</sup> year in a row.  
Alabama finished the year at 9.20 and above the target for the first time.  
Corporate finished the year at 9.34 and above the target for the 2<sup>nd</sup> year in a row.  
(The Corporate rate is the average of all surveys from all divisions.)

Congratulations to our many employees whose efforts earned these high scores. Your efforts to assure customer satisfaction have been realized and play a vital role in securing new contracts. Keep up the good work and have a safe 2012.

Best Regards,

  
Ken Inabinett  
Vice President QA/QC