



Core Value: Service



“Austin employee-owners consistently meet and exceed customer expectations with superior performance. Customer service is a day-in day-out effort. A key to our success is maintaining steadfast focus on our customers’ needs, and they know that we have a vested interest in the success of their projects.”

*David B. Walls
President and Chief Executive Officer/Board of Directors*

History teaches us that many of the world’s greatest leaders were also the greatest servants. As a result, Austin employs a servant leadership model at all levels of the company. This philosophy is promoted in our leadership development programs, and it drives our desire to become a place where everyone works to serve.

Our foundation

Our success relies on a foundation of service and building relationships with the customers and the communities we serve.

We are honored to have built beneficial long-term relationships and earned the loyalty of our repeat customers.

Servant leadership

At Austin, we believe that service is more than simply fulfilling our customers’ requests. We believe we were created to serve, regardless of whether we reap any benefits from doing so. It’s a servant-leadership model that Austin employs at all levels of the company. This philosophy is promoted in our leadership development programs, and it drives our desire to become a place where everyone works to serve.

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Serving the community

Because it’s the right thing to do, Austin Industries has a best in class Diversity Affairs department that seeks to serve the communities we work in. By partnering with local minority-owned businesses, Austin generates a ripple effect on the local economy and the people that live there. Investing in the local minority-owned businesses leaves the communities we serve in a better place than when we arrived.

For their work, Austin’s Diversity Affairs department has received more than 100 awards from the Associated Builders and Contractors, the Associated Minority Contractors of America, the Black Contractors Association, the Hispanic Contractors Association, and the Minority Business Development Council, to name a few. Austin also

has a mentor/protégé program to train individuals and small minority-owned businesses how to do business with larger companies.