

Quality Policy

Surbana Jurong (SJ) and their entities are a diverse collective of problem solvers, including architects, designers, planners, engineers, facilities managers, and other specialists driven by progressive thinking and creative ideas to shape a better future. We are committed to 'Real Impact, Made Together' by delivering high quality, smart and sustainable solutions that consistently meet or exceed client expectations, while continually improving our operations.

Goals

- 1) Demonstrate commitment to delivering high-quality services:
 - Establish quality objectives aligned with our business strategy; measure evaluates, and reports on our performance against these objectives and targets.
 - Build trust and strong relationships with our clients by delivering high quality services that meet or exceed expectations.
 - Empower employees to enhance their professional identity and careers by providing training, continuous learning, a collaborative culture, and employment conditions that support quality performance.
- 2) Meets and exceeds the expectations of interested parties:
 - Provide its owners with a satisfactory return on investment.
 - Provide a cost-effective service delivery framework aligned with required performance and manages associated risks, ensuring all functions meet their profitability targets.
 - Establish mutually beneficial relationships with suppliers.

Responsibility

Directors have a responsibility for:

- Demonstrating leadership and commitment.
- Taking accountability for the effectiveness of the management systems.
- Integrating management systems into the company's business processes.
- Providing adequate resources to achieve this policy and the company's strategic objectives.

Managers have a responsibility for:

- Engaging, communicating and involving employees in the development, implementation and continual improvement of the Quality Management System.
- Promoting a culture of accountability and risk-based thinking.
- Ensuring employees are competent for their assigned tasks through oversight, training and development.
- Engaging with client's and partners to learn and evolve shared values which supports delivery of our services.

All employees and contractors are expected to:

- Be familiar with this policy and seek clarification from management when needed.
- Take responsibility for delivering work in line with performance requirements and associated risks, ensuring project outputs are reviewed by a competent and experienced person.
- Deliver work that contributes to providing high-quality services that meet or exceed client expectations.

The company(s) will ensure:

- Continual monitoring and improvement of the effectiveness of its Quality Management System.
- Compliance with applicable legislation, industry standards, codes of practice, internal standards, client requirements and recognised best practices.
- Strategic objectives are established and aligned with the business strategy to meet the needs and expectations of clients and other interested parties.
- Implementation and maintenance of a Quality Management System conforming to ISO 9001 in certified locations.
- The regular review of its quality policy and objectives to maintain their ongoing suitability and effectiveness.



Sean Chiao
Group Chief Executive Officer

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