

Quality Policy

Surbana Jurong (SJ) and their entities and subsidiaries are a diverse collective of problem solvers, including architects, designers, planners, engineers, facilities managers, and specialists. We are committed to 'Real Impact, Made Together' by delivering high quality, smart and sustainable solutions that consistently meet applicable requirements and enhance client satisfaction. We foster a strong quality culture integrated into our business processes that promotes accountability, collaboration, and continuous improvement, and we focus on delivering consistent value to our clients and stakeholders. Our Quality Management System (QMS) supports our strategic direction and enables effective, risk-informed decision-making and value delivery.

Goals

- Establish quality objectives aligned with our business strategy; measure evaluates, and reports on our performance against these objectives and targets.
- Consistently deliver services that meet client, statutory, and regulatory requirements while maximising value and building trust and strong relationship through reliable, innovative, and value-driven solutions.
- Provide a profitable and cost-effective service delivery framework which manages associated risks and opportunities.
- Establish mutually beneficial relationships with suppliers.
- Embed a quality culture that drives ethical behaviour, integrity, accountability, engagement, and continuous improvement across the organisation.

Responsibilities

Directors:

- Demonstrating leadership and commitment to the Quality Management System (QMS).
- Ensuring the QMS is integrated into business processes and aligned with strategic objectives. Providing adequate resources to support quality objectives and continual improvement. .
- Promoting a culture of quality, integrity, accountability, and risk-based thinking.

Managers:

- Supporting the implementation, maintenance, and continual improvement of the QMS.
- Promoting a culture of accountability, risk-based thinking and proactive management of risks and opportunities.
- Ensuring employees are competent for through appropriate training, development and supervision.
- Managing risks and opportunities and fostering strong client and stakeholder relationships.

Employees and Contractors:

- Complying with this policy and the requirements of the QMS.
- Take responsibility for delivering work in line with performance requirements and associated risks, ensuring project outputs are reviewed by a competent and experienced person.
- Delivering work that contributes to providing high-quality services that meet or exceed client expectations.

Our Commitment

- Compliance and alignment of the QMS with applicable legislation, industry standards, codes of practice, internal standards, client requirements and industry best practices.
- Applying risk-based thinking and evidence-based decision-making to external and internal issues, including climate-related risks and opportunities, to plan and achieve intended outcomes of the QMS.
- Provide a framework for establishing and reviewing quality objectives in line with the organisation goals.
- Implementation and maintenance of an effective QMS conforming to applicable ISO 9001 requirements
- Monitor performance using structured data and digital systems to enhance value and effective decision-making.
- Ensuring quality information and records are managed to support effective decision-making and data integrity.



Sean Chiao
Group Chief Executive Officer

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