

Quality Policy

Surbana Jurong (SJ) is 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. SJ is committed to delivering high quality, environmentally progressive services that meet or exceed client expectations while continuously improving our processes.

Goals

- 1) Demonstrate Commitment to providing a high-quality service:
 - That sets quality objectives which aligns with our business strategy; measures, evaluates, and reports our performance against our objectives and targets.
 - Be committed to building trust and strong relationships with our clients by delivering high quality, environmentally sensitive services that meet or exceed client expectations.
 - Satisfy its employees by providing training, education, suitable collaborative working environment and employment conditions to support our quality performance.
- 2) Maintain and deliver on interested parties' expectations:
 - Provide its owners with a satisfactory return on investment.
 - Provide a cost-effective framework for the delivery of services, commensurate with the required performance and associated risks and thereby ensure that all Functions meet their profitability targets.
 - Establish mutually beneficial relationships with suppliers.

Responsibility

Managers have a responsibility to:

- Communicating the quality policy and objectives throughout the company
- Providing adequate resources to achieve this policy and the company's strategic objectives.
- Seeking every opportunity to engage with our client's and partners to learn and evolve our shared values which supports delivery of our services.

All employees and contractors are encouraged to:

- Be familiar with this policy and seek clarification from management where required.
- Responsible for carrying out their work commensurate with required performance and associated risks.
- Support and contribute to SJ's aim of providing a high-quality service that meets or exceeds client expectations.

SJ will ensure:

- Continual monitoring the effectiveness of its Quality Management system.
- Complying with applicable legislation and other requirements such as industry standards, codes of practice, internal standards, client requirements and best practices across industries.
- Establishing strategic objectives that not only align with business strategy but also achieving satisfaction of its clients and other interested parties.
- Implementing a Quality Management System conforming to International Standard ISO 9001 throughout the company.
- Continually improving the company's processes.
- Regularly reviewing the company's quality policy and objectives for continuing sustainability.



Sean Chiao

Group Chief Executive Officer

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