

Robert Bird Group (RBG), member of the Surbana Jurong (SJ) Group, adopts and endorses the SJ Quality Policy, fostering our vision of 'The relentless pursuit of engineering excellence.'

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

Effective Date: 13 July 2024

Review Date: 13 July 2025



Jason Beutel
Senior Executive Director, RBG