

TEMBUSU Asia Quality Policy

Enterprise Quality Covenant

As TEMBUSU Asia's management and employees:

- We are committed to deliver products and services with added value meeting clients' needs and sustainability aspirations
- We aim to build a strong culture of quality and business excellence based on transparency, trust and respect
- We communicate this policy throughout our organisation to achieve consistency and continual improvement of our quality management system
- We are committed to maintain impartiality in our governance and service performance.

The covenant reinforces the firm's governing values of respect, delivery excellence, trustworthy and reliability.

In addition to the quality covenant, our quality objectives will meet the requirements of ISO 9001:2015, ISO 17029 and applicable statutory and regulatory requirements. We are committed to continually improving the effectiveness of our Quality Management System and will allocate necessary resources to achieve it.

Our quality objectives will include; maximising client satisfaction, meeting HSE, HR and quality targets, meeting project delivery targets, ensuring impartiality, maintaining objectivity of our activities and creating an environment for continual improvement. Measures associated with these objectives are outlined below:

- Client feedback
- Employee measures relating to staff retention and HSE performance.
- Internal audit results and effective corrective/ preventive action
- Productivity and financial targets for project delivery and support processes
- Continuously identify and mitigate risks to impartiality, arising from our business activities, our relationships or relationship of our staff



TAN Seng Chuan
Managing Director

Dated: 21st April 2023

All staff shall be aware of their responsibilities in respect of the Quality Policy, Procedures and Instructions. Staff are to apply them in relation to their responsibilities and the performance of their work.