

QUALITY POLICY

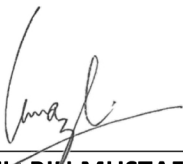
In line with our Vision and Mission, Sarawak Metro Sdn Bhd (SMSB) is committed to meeting and/or exceeding the stakeholders' expectations and customers' satisfaction by offering the best practices in our business activities and operations.

SMSB is committed to:

- Implement and maintain an effective Quality Management System in accordance with ISO 9001: 2015 standard.
- Provide leadership in project management in alignment with the business goals and complies with applicable statutory and regulatory requirements.
- Establish, implement and achieve targeted Corporate and Project Quality Objectives at appropriate levels within the organisation and across projects.
- Ensure the availability of capable, trained and competent human resources, as well as adequate infrastructure and a conducive work environment to consistently meet customers' requirements at all times.
- Implement a risk-based management approach in decision-making process to achieve Quality Objectives and ensure conformity in services and products.
- Improve business performance through continual innovation in systems, processes, and services, while considering climate change impacts on quality, operations, and supply chain.
- Incorporate governance, sustainability and stakeholder interests throughout quality management practices.

This Policy shall be communicated to and understood by all employees and relevant stakeholders. SMSB's top management shall review the Policy at defined intervals to ensure its effectiveness and relevance.

QUALITY ♦ INNOVATION ♦ EXCELLENCE



TS. MAZLI BIN MUSTAFFA

Chief Executive Officer

Sarawak Metro Sdn Bhd