

Organisation: LEKKI GARDENS ESTATE LTD

Identification: SON/1023/QMS/1282



**ISO 9001:2015 QUALITY MANAGEMENT SYSTEM
RECERTIFICATION AUDIT REPORT
OF**

LEKKI GARDENS ESTATE LTD

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EXECUTIVE SUMMARY

This Quality Management System ISO 9001:2015 Recertification audit of **Lekki Gardens Estate Limited** was planned and executed between 25th to 27th November, 2024 at its Head office the Horizon I, Plot 235 Kunsela Road, 4th Roundabout, Ikate Elegushi. Lekki Lagos and two other offices at Paradise 3 Estate, Chevron Drive, Chevron and 45 Royal Palm Drive Osborne Foreshore. Phase II. Ikoyi, Lagos, The audit was carried out in line with the SON MSC management system Auditors guide SON-MSC/PAG/001.

Evidence of conformities to the requirements of ISO 9001: 2015 and Lekki **Gardens Estate Limited** policies were confirmed and documented as a Positive finding detailed in the audit findings table. However, the audit, recorded five opportunities for improvement as observations across the three audited locations

In view of the above, this Recertification audit can be concluded that objectives have been achieved and the management has demonstrated commitment to continually improve the quality management system with provision of adequate resources. As such the audit team recommended Lekki **Gardens Estate Limited** for Recertification to ISO 9001:2015 standard

Team Lead

Ndagi Mohammed

Organisation: LEKKI GARDENS ESTATE LTD

Identification: SON/1023/QMS/1282

ORGANISATION INFORMATION	
Name of Organisation	LEKKI GARDENS ESTATE LTD
Reference Number	SON/1023/QMS/1282
Main Address	HORIZON I, PLOT 235 KUNSELA ROAD, 4TH ROUNDABOUT, IKATE ELEGUSHI. LEKKI LAGOS
Organisation Website	www.lekkigardens.com
Organisation Phone Number(s)	08062492019
Address of Other Site(s) and Phone Number(s) (If Applicable)	1-PARADISE 3 ESTATE, CHEVRON DRIVE, CHEVRON. 2- 45 ROYAL PALM DRIVE OSBORNE FORESHORE. PHASE II. IKOYI, LAGOS,
Certificate Number	0000724
Certificate Expiry Date	11-01-2025
LCONTACT INFORMATION	
Name of Contact	PETER OSAZUWA
Contact Email	peterosazuwa@lekkigardens.com
Contact Phone Number(s)	08062492019
AUDIT INFORMATION	
Audit Standard(s)	1S0 9001:2015
EAC Code/Technical Area	32, 29
Total Number of Employees	IKATE ELEGUSHI. LEKKI LAGOS- 44 PARADISE 3 ESTATE, CHEVRON DRIVE, CHEVRON -27 ROYAL PALM DRIVE OSBORNE FORESHORE. PHASE II. IKOYI- 44
Total Number of Employees within the Scope	115
Number of Shifts	One
Audit Type	Recertification
Audit Objective (s)	1. To confirm that the management system conforms with all the requirements of the audit standard 2. To confirm that the organization has effectively implemented the planned management system 3. To confirm that the management system is capable of achieving the organization's policy objectives 4. To assess the measurement and performance of the system over the past 3 years 5. To verify adequate use of logo
Date of Audit	25 th -27 th November, 2024
AUDIT SCOPE	
The documented scope which was Provision and Sales of Affordable Housing and Infrastructure was appropriate to the activities , products and services provided at three	

locations audited		
Scope of Certification:	Provision and Sales of Affordable Housing and Infrastructure	
Date and version of scope statement:	issue date 17 th August , 2020 Version	
Has scope changed since last audit? (If yes explain the changes)	No	
List of sites in scope:	Three (3) 1-HORIZON I, PLOT 235 KUNSELA ROAD, 4TH ROUNDABOUT, IKATE ELEGUSHI. LEKKI LAGOS 2-PARADISE 3 ESTATE, CHEVRON DRIVE, CHEVRON. 3- 45 ROYAL PALM DRIVE OSBORNE FORESHORE. PHASE II. IKOYI, LAGOS,	
Appropriateness of Justifications given for Exclusions (where applicable):	ISO 9001:2015 Requirements are applicable to the scope for certification scope	
AUDIT TEAM		
	NAME	ROLE
Team Leader	Ndagi Mohammed	Overall Team Lead
Team Member(s)	Soyebo Udochi Norah	Auditor
	Obiamaka Vivian NKechi	Auditor
	Raphael Uchenna Martina	Auditor
	Kayode Odunsi	Offsite team lead
	Anom Terdoo	Auditor
	Nwajei Micheal West	Auditor
	Victoria Yoriyo	Auditor
AUDIT PROGRAM AND PLAN STATUS		
Deviation from Audit Program	NO	
Deviation from Audit Plan	NO	

AUDIT CRITERIA				
The audit criteria (the set of requirements) for this audit are all normative clauses of ISO 9001:2015				
STATUS OF PREVIOUS AUDIT FINDINGS/RESULT				
A review of the results of the last audit(s) of this system to ensure appropriate correction and corrective action have been implemented was conducted and revealed the following:				
No. of nonconformities from previous audit	Major	Nil	Minor	Nil
No. of nonconformities closed	Major	NA	Minor	NA
No. of nonconformities re- raised	Major	NA	Minor	NA

Based on the above, the review has concluded that: Non-conformity was not established at Surveillance 1 as well as surveillance 2 audits

SUMMARY OF AUDIT FINDINGS

Number of nonconformities raised during the exercise,

Major nonconformities	Nil
Minor nonconformities	Nil
Observations	Five (5)

Is a follow up audit required?	No	Follow up date	Not Applicable
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Follow-up audit remarks: Not Applicable

Review of Outstanding Issues/ (3years Performance for Recertification)-(on previous audit)

Non-conformity was established at 1st surveillance and 2nd Surveillance audits of this certification cycle hence, no outstanding issues.

Compliance obligation	Lekki Gardens Estate Limited has determined the Statutory and Regulatory Requirements applicable to the Provision and Sales of Affordable Housing and Infrastructure. The retained documented information on compliance to these requirements sighted in the Legal department were: 1-Corporate Affairs Commission- Acknowledgement of filing of Annual Return- 6th June,2024 with receipt number 301058725065 2-Lagos State Government-LSG Finance for Land Use Charge for Acacia Drive and Royal Palm Drive Osborne Foreshore dated November 14,2024 3-DNFI Currency Transaction Report-Lekki Gardens Estate Limited from 06 May-19 May 2024 for EFCC 4- Commission, Nigeria Social Insurance Trust Funds NSITF) and Industrial Training Fund
Change Management	Lekki Gardens Estate Limited has a Change management process and policy (LGE/CMP/DOC/01) for the control of changes to the documents and processes. The changes made for the period under reviewed on the documentation were stated on the amendment records sheet on the departmental manual. Likewise change made to process and structured were in line with

	management of change procedure and approved by the Managing Director and Board as required.
Complaints management	Lekki Gardens Estate Limited has maintained a Centralized email for the receipt of Complaint as well as client engagement committee to obtained feedbacks in order of resolution. The process required that complaints be addressed and updates within 48 hours of receipt, demonstrating effective maintenance of the complaint resolution procedure. The complaints received the period under reviewed were resolved.
Recalls and withdrawals	The management of Lekki Gardens Estate Limited ensure that Affordable Housing and Infrastructure are provided to the customers after the completion inspection of works according to design. However, in case a defect is identified after handover the manage has a process through client services to rectified the defect. This type of situation occurs at premier 3 residence and homeowners on 19 th March, 2024. not less 27 lawyers, land acquisition due diligent, external solicitors for background check and send the report
Use of Certification Documents, Mark/Logo or Reports	No records of misused of ISO 9001:2015 Certification Documents, Mark/Logo or Reports confirmed at the time of this audit.
Statement on conformity and the effectiveness of the management system	Lekki Gardens Estate Limited has demonstrated its commitments to effectively maintained the requirements of ISO 9001:2015 Standard. This was confirmed from the results of previous audit reports.
summary of the evidence relating to: the capability of the management system to meet applicable requirements	Lekki Gardens Estate Limited management has retained compliance to relevant laws, regulation and standards applicable to project planning, permit, safety management, site preparation and labor management. These are requirements from Lagos State Building Control Agency (LABSCA), Lagos State Advertising Agency (LASAA), , Lagos State Ministry of Physical Planning, EFCC and Insurance
Statement on the internal audit and management review process	Quality management system internal audits were conducted annually as programmed and results of the audits were retained as required. The results of internal audit of November 2022 (15th–17th): 7 minor non-conformities, all closed. September 2023 (25th–28th): 7 minor non-conformities, all closed. July 11th, 2024: No non-conformities reported. along with annual management review meetings minutes were confirmed adequate.
Confirmation that audit objectives have been fulfilled,	The recertification audit objectives that includes confirmation of ❖ the management system conforms with all the requirements of the ISO 9001:2015 standard, ❖ the organization has effectively implemented the planned management system ❖ the management system is capable of achieving the organization's policy objectives. ❖ the measurement and performance of the system over the past 3 year ❖ adequate use of logo

	were fulfilled
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TEAM LEADERS AUDIT RECOMMENDATION AND CONCLUSION

Lekki Gardens Estate Limited has effectively maintained and improved its quality management system in accordance with ISO 9001:2015 Standard, specifically in relation to Provision and Sales of Affordable Housing and Infrastructure at 45 Royal Palm Drive Osborne Foreshore. Phase II. Ikoyi, Lagos . Paradise 3 Estate, Chevron Drive, Chevron and Horizon I, Plot 235 Kunsela Road, 4th Roundabout, Ikate Elegushi. Lekki Lagos and recommended for ISO 9001:2015 Standard recertification

GENERAL CONCERN (If any)

None

AUDIT DETAIL FINDING FOR EACH ISO 9001:2015 REQUIREMENT (CLAUSE-WISE)

Clause Requirement		Status(NC, Observation, Positive Finding)	Audit Evidence	NC No.
			Findings/justification of findings/specifics/notes	
4 Context of the organization				
4.1	Understanding the organization and its context	Positive Finding	Lekki Gardens Estate (LGE) external & internal issues were monitored and reviewed as may be reported to the management by line managers. The reviewed issues are Legal, Technological changes, competition, social cultural, demographic environment, economic environment, natural and political, public Perceptions, values, culture, considering governance issues, strategic priority, policies and commitment and resource availability & land acquisition issues. The evidence of reviewed was retained in minutes of management review meeting of November 18, 2022 November 15, 2023 and September 5, 2024.	NA
4.2	Understanding the needs and expectations of interested parties	Positive Finding	Lekki Gardens Estate list of interested parties, and their needs and expectations were maintained in Quality Management System Scope Document LGE/QMS/SCP/01	NA

			revision date 17th August , 2023. The requirements of Board of Directors, Staff, channel partners, Customers, Contractors/suppliers, , Regulators that includes, Federal Ministry of Works and Housing, LABSCA building permit and approval, EFCC weekly report on financial inflows. Association of Real estate and communities' leaders were determined and monitored for effective implementation. The requirements are monitored by Legal team, Technical innovation team and Customer Services team and review at management meetings.	
4.3	Determining the scope of the QMS	Positive Finding	Quality Management System Scope Provision and Sales of Affordable Housing and Infrastructure is maintained as Document information LGE/QMS/SCP/01 Version 03, with issue date 6th October, 2020 ISO 9001:2015 Requirements is applicable to the scope of Lekki Gardens Limited.	NA
4.4	QMS and its processes	Positive Finding	The management has established processes of integration of the requirements of Quality management system into activities of involving the project planning, permit and approval process, Site preparation, Safety management, materials/Equipment management, progress of work monitoring, Sale of Estate, expression of interest property selection, payment and Handover and documentation. These were carried out with entablement of departments that includes Audit, Risk and Compliance department, Client Service department, and Collection department, all of which performed interrelated functions. The processes and their interactions were defined, with the necessary inputs and expected outputs specified within various job descriptions. The Authorities and responsibilities were also outlined, while the associated risks and opportunities for these processes were identified in the respective departmental procedures. The integration and process approach exist at the branch offices where the Sales Support, Marketing and Technical Support departments, all of which carried out interconnected functions. and processes interacted with were	NA

			clearly defined inputs and anticipated outputs outlined in various job descriptions.	
5 Leadership				
5.1	Leadership and commitment	Positive Finding	The top management has demonstrated leadership and commitment in maintaining and continually improve its Quality management system in provision of Affordable Housing and Infrastructure to the customers in Nigeria and other African Countries in line with applicable Legal and Regulatory requirements. The management has ensured compliance with established documented information Quality policy, Quality Objectives at various departments and functions and controls in provision of safe, quality and affordable housing to the customers. Lekki gardens estate Limited top management has a strategy plan documents updated in year 2024 with LGE Core value, Core focus, 2021 - 2030 target along with market strategy. The management through the Boarder of Directors provide support and take accountability of maintaining and continually improve the Quality management system standards. This was confirmed from the evidence of management participation in Quality management Review meetings, Line managers monthly meeting Human Resource Conducted employee survey 14th May, 2024 -respondent training development. End of the year party. The commitment to compliance to statutory and regulatory was also confirmed through retained documented information Corporate Affairs Commission- Acknowledgement of filing of Annual Return- 6th June ,2024 with receipt number 301058725065, DNFI Currency Transaction Report-Lekki Gardens Estate Limited from 06 May-19 May 2024 for EFCC, Land Use Charge-Lagos State Government-LSG Finance for Acacia Drive and Royal Palm Drive Osborne Foreshore dated November 14,2024	NA

5.2	Quality policy	Positive Finding	Lekki Gardens Estate Limited established Quality Policy was in line with requirements of ISO 9001:2015 Clause. It was maintained as documented information, made available to interested parties and understood by the staff. Evidence shows that HR staff interviewed, Goodness Odugbla, is familiar with the company's quality policy	NA
5.3	Organizational roles, responsibilities and authorities	Positive Finding	The Lekki Gardens Estate Limited has clearly defined roles, responsibilities, and authorities to ensure the effectiveness of its Quality Management System (QMS). The Relevant responsibilities are assigned, communicated, and understood by employees to maintain alignment with organizational objectives and ensure the delivery of intended outputs. These roles and responsibilities are detailed in the organizational chart as referenced in Document No. LGE-QMS-PM-HR-03 which was reviewed as follows: Team Lead Compliance & QA/QC, acts as a watchdog for management, ensuring strict adherence to policies, standards, and processes Team Lead for Cost Control and Value for Money, oversees cost management by ensuring payments align with established policies and procedures, identifying control gaps in payment processes, reporting findings, and making recommendations for effective cost control. Team Lead for Audit & Revenue Assurance, is responsible for providing independent assurance that the organization's governance and internal control processes are functioning effectively. Head of Technical Support Group, is responsible for developing, overseeing, and managing all aspects of the company's construction design and creative outputs. He provides leadership and accountability for the design department's performance, ensuring that design deliverables align with client expectations and are completed within budget and timelines. His role involves implementing new processes and	NA

			practices using best practice toolkits. Additionally, he oversees the process of obtaining all necessary statutory approvals for projects and coordinates all design functions.	
6 Planning for the QMS				
6.1	Actions to address risks and opportunities	Positive Finding	The risks and opportunities associated with Provision and Sales of Affordable Housing and Infrastructure and action to addressed them were determined across all the departments and functions. These were reviewed as necessary. Lekki Gardens Estate Limited ensures that the quality management system is capable of achieving its intended results by preventing or reducing undesired effects. Risks are documented in the AECC Risk Assessment Registers for 2022, 2023, and 2024, with ratings and mitigation strategies clearly outlined. Two critical risks identified in the unit include: Cash Advance Recovery: Mitigation involves monitoring contractors who have received advances, verified recovery plans, and tracked compliance to minimize financial exposure. Project Expense Audit: Processes to mitigate underpayment or overpayment include using milestone cost summaries, finance schedules, and project supervisor sign-offs. Verification of values is completed prior to payment clearance to ensure accuracy and alignment with contractual agreements. These strategies demonstrate proactive risk management, ensuring both financial integrity and operational efficiency. The risks identified in the audit, compliance & control department as sighted in LGE-QMS- RAR-01, Dated 5th July, 2024. The Collections Department Risk Assessment dated 6th October 2020, with reference number LGE-QMS-RAR-Collection Department, detailed the monthly review and evaluation of actions aimed at preventing or minimizing undesired effects. This involved using a portfolio system to track client payments on a monthly basis, ensuring timely follow-up. Reminder letters were sent to clients on instalment plans, and this	NA

			process was consistently monitored and effectively executed on a monthly schedule. However, effectiveness of action taken on the identified risks and opportunities remain unclear-Observation 01 The Estate Relations Risks and actions to address the two risks of; commencing and executing infrastructural facilities could be delayed and Snaggs not being fixed on time which were sighted in ISO-Estate Relations Risk Assessment Register November 2024 with controls as follows; Timely agreement and resolution during meeting will enable infrastructures to commence and be completed. Timely fixing of snags will enable estate relation handover keys to the clients on time The identified risks at Human Resources include poor recruitment and selection of new staff, workplace attitude, employee development, performance appraisal return rates, and payment errors. A risk analysis for 2022, 2023 and 2024 was reviewed, detailing both target and actual achievements. Also, a risk evaluation was noted in Doc. No. LGE-QMS-RAR-HR-01 LGE-QMS-RAR-TS-03-2024 – Risk and Opportunities. Identified Risk: relates to construction drawings. The threat here is the creation of incorrect drawings, which could result in revenue loss and customer dissatisfaction. The risk statement is: Lack of understanding or approval requirements may lead to the execution of incorrect drawings, causing rejection and delays in the approval process. Opportunity: An opportunity lies in raising awareness of changes in designs and drawings, ensuring that the team is well-informed. Identified Risk: Another risk concerns scope and design. The threat is delays in the production of bills of quantities and the potential for inaccurate estimates, which could result in lost production time and unrealistic estimates. The risk statement is: <i>A lack of updated designs and scope</i>	
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		<i>of work is likely to result in unrealistic estimates and a loss of bill production time.</i> Opportunity: There is an opportunity for more realistic designs and reasonable construction timeframes. The departmental risks and opportunities were identified and documented in the Sales Department Risk Register (LGE-QMS-RAR-SALES-01). Some of the key risks identified include: The risk of inadequate research and understanding of the market and customers, which is controlled by consistently reviewing strategic plans to ensure the company is moving in the right direction, with up-to-date market research. The actions are reviewed and evaluated quarterly. The risk of inadequate product knowledge, which is managed through regular product training. The actions are reviewed and evaluated quarterly. The risk of sales underperformance, which is addressed by leveraging existing customers for referrals and repeat purchases. The actions are reviewed and evaluated quarterly. The Sales Operations Department's risks and opportunities were identified and documented in the Sales Operations Department Risk Register (LGE-QMS-RR-SALESOPS-01-2024). Some examples of identified risks include: For the pre-sale processes, the risk of brochure delays is controlled by promptly requesting documents from the General Manager Sales Support (GMSS), followed by immediate translation upon receipt and uploading once approved. Actions are reviewed and evaluated quarterly. For the post-sale processes, the risk of allocation delays is controlled by ensuring timely responses to sales officers' allocation requests. These actions are reviewed and evaluated weekly. Evidence of monitoring these risks includes the pre-sale risk management for Lekki Foreshore/Iconia Heights, detailed in an email thread dated June 20, 2023, with the subject "Updated
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			Project Package for Iconia Heights Lekki Phase 1 as at June 20th, 2023." For the post-sale risk, the allocation request and document translation for Head Horizon Estate Limited is documented in an email thread dated July 23, 2024, with the subject "Re: Allocation Request 23/7/24." The Market Operations department has identified its risks, as outlined in the approved Risk Assessment Register. One identified risk is the "Improper planning and execution of events, which could negatively impact brand awareness and conversion to sales." This risk is mitigated through the use of the Events Planning Tracker, as demonstrated in the LGE & Lagos Food Bank Initiative Partnership for feeding slum school children. The tracker includes the proposal, campaign strategy, success metrics, and action points. An opportunity identified was the potential for virtual tours of projects and facilities to attract more international customers. However, this opportunity was not documented.	
6.2	Quality objectives and planning to achieve them	Positive Finding	Quality objectives and planned to achieved them were established for various departments and functions at the Head office Horizon I, Plot 235 Kunsela Road, 4th Roundabout, Ikate Elegushi. Lekki Lagos and other location at Paradise 3 Estate, Chevron Drive, Chevron and 45 Royal Palm Drive Osborne Foreshore. Phase li. Ikoyi, Lagos, The established objectives were consistent with LGE policy of committed to maintaining high quality and affordable housing estate to the customers with adherence to safety and environment regulations. The quality objectives reviewed were for: Audit, Risk, Compliance, and Control departments which was to safeguard at least 80% of company assets and ensuring optimal resource utilization on a weekly and monthly basis, as well as achieving at least 80% adherence to the company's policies and procedures. Evidence of achieving these objectives were confirmed in the milestone cost verification Review	NA

			Report for 2023 and 2024. The parameters reviewed for 2024 included 4,128 payment schedules, which were assessed against milestone summaries and project manager sign-offs, resulting in 100% achievement, meeting the set target. The LGE-QMS-PM-Collections-01 document dated 15th May 2024 outlines the department's objectives to achieve quarterly revenue collections and generate quarterly new sales revenue through client service sales. Proper follow-up with clients was conducted via calls and emails to provide project. The Legal department has quality objectives sighted on page 11 of the Legal Departmental Manual-LGE-QMS-PM-Legal-01 was to generate 400,000,000 from collections quarterly was seen to be monitored in the Payment of title docs fees July, 2023- and Q2 had 69% of the target met as sighted in the Rev-Quarter 2-QBR Report for Legal Department-Legal Department Report to Management (April 1, 2024- June 30,2024) The Quality objectives for the Technical Support department are as follows: Ensure that every drawing generated in the department complies with all relevant statutory standards. Ensure that all assigned drawings are completed on time and align with the 60% quarterly delivery projections. Ensure that all building plans and preliminary permits are obtained before the commencement of site works. The sales operations Quality Objectives, as outlined in the Sales Departmental Manual SOP NO: LGE-QMS-PM-SALESOPS-01. This manual also outlines the department's activities, scope of operations, tasks, task deliverables, responsible individuals, timelines and required resources. The Marketing Operations department quality objectives include: Maintaining a positive image for Lekki Gardens by publishing content across all media channels, with the goal of increasing engagement by 10% within one year. This objective is monitored, as seen in the "Leads from Contact Centre – November, 2024," which shows engaged leads who visited the project	
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			site by Providing monthly business intelligence reports to management including detailed market analysis and sales forecasts to support informed decision-making and increase site visits by 10% within the next year. This objective is monitored, as seen in the Marketing Intelligence Monthly Report for Q2 2024, which includes the Summary Report for January and February 2024. However, the target to achieve a 10% annual increase was not in practice at the time of the audit, as the auditee explained that the Marketing operations started in 2024. Therefore, there was no baseline for annual increment, and the actual practice is to aim for a 10% increase on a quarterly basis.-Observation 02 The quality objective is to achieve 80% compliance by ensuring that quarterly maintenance on ACs, Vehicles, Generators and Fire Extinguisher are carried out effectively. The fleet manager ensures that the vehicles and their status are in good condition and operating smoothly to enhance the effectiveness of the organization work also keep the operation costs at the barest minimal. The departmental quality to ensure that all financial transactions are captured and maintained with a view to enhancing efficient and standard financial accounting reporting system that are documented and can be relied upon by management and other users for decision marking, 95% of financial transactions should be captured in the financial report. To ensure contractors' payment requests are paid in line with contract agreement, all issue raised by contractors are resolved immediately or communicated to appropriate authority for immediate resolution. The report of Award of contract for the additional work in reinforcement storing for New Horizon 1 Extension mall with reference no LA/LG/0486/2024 dated 30/09/2024 showed the details of balance for the milestone of 40% as requested upon sign off. The Estate Relations has established its quality objectives as sighted in page 9 of
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			the Estate Relations Departmental Manual. The objective set to ensure 85% of houses are snagged was not seen to be monitored for achievement as sighted in the Snagged Units 2021-2024 Analysis which showed analysis of the number of houses confirmed ok did not reflect objective to ensure 85% of houses are snagged-observation 03	
6.3	Planning of changes	Positive Finding	There is evidence that the approval, distribution and modification of quality management system documents when it required changes or modification. The changes are properly managed in accordance with the established procedure. Evidence of Amendment record sheet for 2022/2024 which captures serial No, date of amendment, description of Amendment, Page amended/section and Authority for amendment was sighted in HR process manual page 5-7 of 37 adequate.	NA
7 Support				
7.1	Resources	Positive Finding	Lekki Gardens Estate Limited has identified and made available the resources required for the maintenance and continuous improvement of its quality management system. Consideration was given to the capabilities and limitations of existing internal resources, as well as the need for support from external providers. The management has ensured the availability of personnel essential for the effective implementation of its quality management system and the operation and control of its processes. Evidence of determination of resources was confirmed in infrastructural Gaps 2021-2024 Analysis November, 27-2024. The conducive environment for the operations were provided to the staff. This include competitive compensation and benefits to all employees and maintain a productive workforce. This is applicable to all full-time employees and contract staff within the organization and monthly staff Pension Remittance to 17 PFAs dated 25/10/2024 The safety equipment such as the fire Extinguishers on the premises was functional and maintained the evidence	NA

		of sample drawn from Paradise3 Chevron and Phase 5 showed that services were done every 6 months, the last service date was June, 2024 and the expiration date was – December 2024. For the New Horizon Extension II, these was also serviced every 6 months with the last service dated May,2024 with the expiration date December 2024. The Internal office memo regarding the servicing of the fire extinguishers – requesting for the funds on servicing of fire extinguishers Across the offices and sites dated 15/11/2024 was seen. The evidence of payment made to the vendor Fair Venture Ltd dated 25/11/2024 for the next servicing due date was confirmed. The general servicing on Air conditionals are done quarterly, the evidence of ACs Installation/ Repairs with quotation from vendor with Invoice no EV/7865 ISAACTECH Ltd showed the servicing of Air conditional across offices dated 15/03/2024, 19/06/2024, 12/09/2024. The Mikano Generator 60KVA and Jubaili of the same size in New Horizon 2 extension and Phase 5 with the evidence of maintenance data for servicing done quarterly are shown with date 10/03/2023, 09/06/2023, 11/09/2023 – 24/12/2023, the objective analysis showed that 40 generators are done quarterly. In 2024 the data for servicing showed the evidence of the generators serviced in the first quarter year done on 6/03/2024 -05/06/024/ - 07/09/2024, the objective analysis showed that in 2024 Two generators were not serviced due the fact that the office are inactive, the evidence of vendor FENTOLAR Global Services with invoice no 00346 showed the details maintenance done from the 1st quarter to 4th quarter of year. The evidence of a staff vehicle allocated to Mr Kenneth Osagie with reference no 006/LGE dated 20/11/2022 showed the Car Registration details with chassis no 5TDBK3EHS241311 (SUV200CCT Highlander) with Road worthiness tag ,Vehicle license showing the issue date 01/09/2024 / Expiry date 01/09/2025 and the Transaction date for the renewal of the car papers on 03/09/2024 and also the Asset
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			Acknowledgement form of the vehicle allocated to Mr. Kenneth. The Asset Acknowledgement form contains the vehicle status and government compliance requirement Inspections done with ministry of Transportation every 6 month dated 31/01/2024. -The Allocation of a Toyota corolla, dated 24/02/22 for Audit team Abuja with Registration no LSD958HH, the certificate of national road worthiness with all the details of transaction dated 22/01/2024 were sighted	
7.2	Competence	Positive Finding	Lekki Gardens Estate Limited has identified the required competencies for individuals performing tasks under its control that influence the performance and effectiveness of its quality management system. Lekki Gardens Estate has developed and maintain a competent and skilled workforce to achieve excellent product delivery to all employees within the organization and covers internal and external (local and international) training and includes on the job training, e-learning programs, coaching, mentoring, courses, professional development, mandatory continuing professional education, seminars and conferences. Evidence of 2022 ,2023 and 2024 Training plan with targets and performance analysis was seen. 2024 Training performance was 1.97, 2023 performance 2.84, 2022 performance 1.81. Evidence of 2days training on Luxury Sales Master class for 7 personnel by Ausbridge consulting was seen dated 27-28th February 2024. Evaluation report for each personnel was sighted softcopy dated 5/3/2024. Attendance list of SCUML on Anti Money Laundry training for 17 personnel by EFCC dated 13/09/2023 with Feedback evaluation of the training for 17 personnel was sighted softcopy 14/09/2023. Evidence of attendance list of LGE Academy training on different topics for 19 personnel dated 3rd - 26/10/2022 with Evaluation of the 19 staff were seen in report dated 28th October, 2022 Emotional Intelligence training dated 19th – 20th November, 2024 was evident in the customer service training	NA

			for the managers which was implemented for the improvement of service manager. Evidence sighted was mail dated 6/11/2024 showing an invite to attend emotional intelligence training scheduled 19-20th/11/2024 with supporting evidences as stated below - ITF Lekki Area Office - Training Attendance Record [10 Staff Participated] - Training Slide - Training Attendance dated 26/06/2023 for Customer Satisfaction and Brand Perception dated 13/07/2022 to 13/08/2024. ISO 9001:2015 Certificate for "Requirements Understanding & Documentation Training" for Nwamaka Ebinum, dated April 8, 2024, issued by Top 3 Concepts (Certificate No: T3C-0324/006). An email from the Head of HR, dated May 20, 2024, thanking staff for attending the free Advanced MS Excel Training, facilitated by GODP Consulting. An email from HR, dated November 13, 2023, updating staff on the core values reviewed by management, with a subject of "Updated Core Values and Meeting with the CEO." Interviews with the staff also confirmed their general knowledge of Quality Management Systems. The Technical Support team holds various professional certifications. Agbi Godswill Ohiomoba is registered with the Architects Registration Council of Nigeria (ARCON) under Registration Number F/4950, issued on 01/01/24. Engr. Aiyedege Michael Junior Paul is registered with the Council for the Regulation of Engineering in Nigeria (COREN) under Number 24/069092, while Engr. Okudele Aderibigbe Temitope holds COREN Registration Number 24/073292. Engr. Olatundun Adewale Kazeem is also registered with COREN under Number 24/072537. Bldr. Omonitan Michael Olusegun holds a CORBON Registration with Number F.2395, issued on 28th May 2019, and is also a member of the Nigerian Institute of Builders (NIOB) at the Corporate Grade. Furthermore, TPL Quadri Bello is registered with the Town
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			Planners' Registration Council of Nigeria, holding Registration Number 5842, issued on 13th December 2022. To enhance the department's efficiency, collaboration, and accuracy in project execution, the technical support department proposed a Building Information Modelling (BIM) training for all relevant staff, aiming to equip them with the skills to utilize BIM software and methodologies, improve the precision of project planning, cost estimation, and risk mitigation throughout project execution High premium for the training CEO gives training three levels of every staff between 10-15th of every month 5 staff trained from LBS in year, 2024. Lekki Gardens Estate ensure new and vacant positions are filled timely with competent staff Applicable to all job positions within the organization. The recruitment procedure for new staff is outlined in Doc. No. LGE-QMS-HR-01. The organization sources candidates through referrals and online Doberman advertisements. Evidence of recruitment activities for 2022, 2023, and 2024 was reviewed as Advertisement on jobber man for Brand Manager dated 10/7/2023 and application was recurved 12/10/2023, visual interview conducted 13/7/2023 Appointment Letter: Oluwole Aniedi Ntia dated 31/7/2024, includes details such as job title, commencement date, location, working hours, reporting structure, and benefits. Also, evidence of orientation and onboarding was provided for Oluwole Aniedi Ntia showing a positive impact on the employee's experience and feedback. This was verified and documented dated 7/09/2023 under Doc LGE-QMS-PM- HR-03 On the staff exit the management ensure that employees leaving the organization exit without causing the company avoidable harm and getting feedback from them about their time at the company to help the company continually improve. Evidence of LGE Exit questionnaire and Exit clearance for Boma Daniel dated	
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			12/09/2024 and 26/09/2024 was adequate. Evidence of LGE Exit questionnaire and Exit clearance for Aramide Adebisi was seen softcopy dated 17/10/2022 and 2/12/2022 adequate.	
7.3	Awareness	Positive Finding	Employees are actively involved in the organization's QMS, supported by comprehensive awareness initiatives that ensure alignment with the company's Quality Policy and objectives. The Quality Policy is prominently displayed across the organization and emphasized during quarterly business reviews. These reviews serve as a platform to brief staff on their responsibilities in enhancing QMS effectiveness, fostering a strong culture of quality throughout the organization. The consistent communication of objectives and policy strengthens employee commitment and a sense of accountability. The organization ensures that employees are engaged, informed and aligned with the organization's quality goals, fostering a culture of accountability and continuous improvement. Employees are made aware of their direct contributions and benefits in achieving quality objectives. Also, evidence of QMS awareness and implementation training for managers was found in the ISO 9001:2015 file. Employees play an active role in the organization's QMS, backed by thorough awareness programs that align them with the company's Quality Policy and objectives. HSE Contractors engagement was fostered and encouraged through creating of awareness sessions to imbibe an unrelenting culture of safety in the organization. Evidence sighted was HSE Contractors engagement Quarter 2 June,2024	NA
7.4	Communication	Positive Finding	Lekki Gardens Estate Limited has established and maintains an effective communication process for matters related to its quality management system. Each staff member is assigned an official email address. A structure is in place, defining what information should be communicated,	NA

			the intended recipients, the modes of communication, and the individuals responsible for conveying specific information both internally and externally. Lekki Gardens Estate Limited has established both internal and external communication channels to support the effectiveness of the Quality Management System. Communications are carried out through various means, including e-mails, meetings, letters, memos, Phone Call, and WhatsApp. Evidence includes: Evidence of email communicated to all staff on ISO sensitization dated 9/5/2024 WhatsApp communication on Preparation for recertification audit dated 22/11/2024 Lekki Gardens Estate Limited has implemented and maintains a robust communication process for matters related to its quality management system. Every employee is provided with an official email address. A clear structure is in place that outlines the type of information to be communicated, the intended recipients, communication methods, and the individuals responsible for sharing specific information both within and outside the organization. The department has established a clear internal communication process outlined in their SOP, with email as the primary medium of communication. They communicate with departments such as Sales, Collections, Remediation (CRMD), Client Services, Audit, Legal, and Finance. Evidence of compliance is provided through the following examples: A communication with the Legal department on 18/11/2024 regarding a change of ownership in Meridian Awoyaya, with a response from Sales Operations on 23/11/2024 confirming that the request was processed. A communication with the Finance department on 23/11/2023 regarding the resending of receipt documents, with a response from Finance on 27/12/2023. A communication with Client Services on 02/05/2022 regarding a refund request, with a same-day response from Sales Operations.	
7.5	Documented information	Positive	Documented information required by	NA

		Finding	ISO 9001: 2015 and those necessary for the operations were maintained and adequately controlled. The documented information reviewed includes HR Process manual Doc LGE-QMS-PM- HR-03, Estate Relations Departmental Manual-LG-QMS-PM-ER-02, Legal Departmental Manual-LGE-QMS-PM-Legal-01, Sales Departmental Manual SOP NO: LGE-QMS-PM-SALESOPS-01, Audit, Risk, Compliance & Control, SOP No: LGE-QMS- PM-ARCC-01, Issue No: 02, Revision 03, Issue date: 5th July, 2024 Documents requested during audit could not be easily retrieved due to poor hand over of records to HSE officer at Osborn-Observation 04	
8 Operation				
8.1	Operational planning and control	Positive Finding	Lekki Gardens Estate Limited has established operational planning and control for the Provision and Sales of Affordable Housing and Infrastructure. In planning of its operations CEO directs on the type of buildings based on customer's design/request. Design team develops Plan, forward to CEO for review and returns to design for Structural, Mechanical and Electrical drawings. Prior before the Planning, Management ensures that land is Purchased and made available for use. The technical support team ensures that the concept fits into the land concept space. Once it checks out (design of the architectural drawings, Structural, Mechanical, Electrical and BOQ drawings) the CEO gives approval for awarding of contract. Evidence sighted are as follows: i. Award Letter Schedule 2021-2024 [2022 {3 J Homes and Designs, Shellux Nig Company and Bori-Tech Ltd}; 2023 {Primard Nig Ltd, Etongate Investment Ltd and Conplan Construct Ltd} & 2024 {ADJ Global Concept Ltd, HANAR-Tech Global Services Ltd and Lekando Global Ltd}}]. ii. Request for inspection for Conplan Construct Ltd dated 7/11/2023 and signed off on 8/11/2023 iii. Score card Program for Ajah Cluster -2023 showed Previous week status dated 7/21/2023(Week 28) – Form work to first floor slab ongoing	NA

			(Quarter 3), Quarter 4 report indicating that the first-floor block wall completed with roof beam formwork/rebar/casting on going @ 100% as at week 46 iv. Orchid weekly Report week 41 The Pre-Qualification of contractor that LGE Ltd intend to use for execution and the Process of signing off for contract awarded to the contractor was duly observed by the management. Also, in line with the Organizations Policy, the Project Specifications, Quality Control and Quality Assurance, Timeliness and Contractual documentation were adhered to. The Estate Relations has planned and controlled using Uncompleted Snag Checklist as sighted in completed Snagging Checklist for T4C in Cyberville dated 21/07/2023. The control for defaults and Remedy was established as clause for the Collection department (LGE-QMS-DEPT-PR-05) outlines the process for terminating contracts with defaulting clients and reclaiming their allocations. Records indicate that for such cases, the offer letter, payment details, and receipt are sent to the client along with the specified expectations. For instance, in the case of Mr. Anthony Tommey, evidence shows an offer letter for the purchase of a four-bedroom unit on the island at a price of ₦175 million, with a provisional allocation conditioned on the completion of 30% of the purchase price within 30-60 days from payment. The allocation was provisional, subject to full payment and adherence to the agreed payment structure, with a final demand notice dated 03/06/2022. A reminder letter followed, and a payment of ₦3.5 million was made on 20/09/2022. Subsequently, a contract termination and revocation of allocation letter were issued on 19/12/2022. An internal memo dated 12/08/2024 outlined a remediation plan to convert total payments into a final settlement. A swap offer letter, dated 13/08/2024, was provided for a four-bedroom unit in Lekki, signed by both the client and the Head of Collections, as per the Standard Operating Procedure (SOP). The Sales Department plans and controls its activities to ensure the
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			consistent delivery of quality products and services. The departmental processes as documented in the Sales Departmental Manual SOP NO: LGE-QMS-PM-SD-01, include visitation scheduling, client handover to sales presenters, sales presentations, documentation, account/payment tracking, allocation requests, contract of sales, client updates/management, and the creation of sales income schedules. The Marketing Operations department has planned and controlled its processes, as seen in the June-July MBA (Media Buying Allocation) Media Budget 2024, which includes the Abuja campaign budget. This document outlines project/offer details, billboard printing, radio distribution, digital lead generation, and projected leads A control implemented is the review and vetting of newsletters before publication, The Q4 Newsletters: Pearl Waterfront, Riverside Apartments, Durumi, Horizonville, and Orchid 1/Paradise Court 1," reflects this process. The controls applied on outsourced processes was verified to be effective through pictorial evidences of PPE's compliance dated 15/11/2024. Evidence sighted was Construction Site Safety Compliance Weekly Report dated 14-15th November,2024 for week 46. There has not been any consequence of unintended changes due to the fact that adherence to Project Specifications, Quality Control and Quality Assurance, Timeliness and Contractual documentation with respect to the clauses were duly observed to the letter. Stocking supply: Stocking supply for staff reduces the lead time and ensure that 80% procurement are done within 2weeks frame after the request are made with receipt. The of requisition form for fund to purchase a phone for a new technical field Assistant to the ED-DRRC, the evidence of Internal memo showed that the requested date was 16/10/2024 and the funds was released within 2weeks of stipulated date (28/10/2024). The record for the request made for the funds to purchase provision in order to stock the cabinets for the legal office and Administrative departments dated	
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			21/02/2023 with the payment date 23/02/2023 this was effectively maintained as required. To ensure contractors' payment requests are paid in line with contract agreement, all issue raised by contractors are resolved immediately or communicated to appropriate authority for immediate resolution. The report of contract agreement for IMEH TOWERS Podium3 with Ref no LA/LG/0248/2024 showed the award letter dated 23/04/2023, the details of the Agreement, mobilization payment of 200million (12.34%) cash mobilization of 11million (43.8%) material mobilization. The payment terms showed that the contractor must achieve a milestone and the milestone must be signed off by authorized signatories. The evidence of contractor request dated 14/11/2024 with payment receipt no 003895 of 50million and request for Inspection dated 14/11/2024 signed by Head technical infrastructure was sighted and establish and maintain as documented information. The executive summary of Lekki Garden Estate, the reconciliation exercise and engagement meeting with ZIGLAD Concept Ltd dated 14/04/2023 showed the details of amount paid for the contract and reconciled. The amount due to the contractors may not be paid because of unpaid milestone schedule also there was no material advancement considered in the reconciliation. This position has been agreed with the contractor and jointly signed by the MD which was prepared by Head Audit and compliance Mr. Wilson. Reconfirmation of contract sum and mobilization amount for 5DE5 Katampe (Global Juland) the report showed fixed contract agreement and Advance payment analysis. The details of the contract awarded with date (12/11/2024) and Revised contract Award letter was dated(26/11/2024) and the Request for Advance payment for the construction work dated (19/11/2024).	
8.2	Determination of requirements for products and services	Positive Finding	The Sale, marketing and estate relation team communicate using email, phone calls and WhatsApp with interested buyers to purchase a property and escalation of records for all residence	NA

			association and ensure that the technical team address concerns within agreed timelines. Communication with customer in relation to pre-sale processes, allocation requests, include visitation scheduling, client handover to sales presenters, sales presentations, documentation, account/payment tracking, allocation requests, contract of sales, client updates/management, and the creation of sales income schedules were confirmed adequate. Evidence of a re-offer letter for the sale of a 4-bedroom luxury duplex to Dr. Sunday Ayodele, dated 25/02/2022, accompanied by a payment reminder dated 06/10/2022 and the final payment receipt numbered HOR/22/063927 dated 14/11/2022 was sighted. Evidence of communicate with clients was sighted in the Email communication from LG4 residents' association dated 22/02/2024 titled Power Reticulation for LG4 and Letter to Managing Director Lekki Gardens from Lekki Gardens 2 Residents Association dated 26/11/2024 titled Notification of outstanding security levy for 2024. The department's communication requirements include sharing information about new product updates and receipt issuance. Evidence of compliance is found in the Pearl Waterfront Horizon Estates-End of Year Special Discount Offer, which was sent via push mail to existing clients. The Marketing Operations team, through the contact centre, communicates with customers via phone, email, and WhatsApp, as shown in the Foreshore Contact Centre and Meridian Contact Centre Excel Sheets for February and July, which record calls made to customers. An email from the vendor Rage, titled "Park Digital Campaign Leads," dated 31/10/2024, with the attached Meridian Park Digital Leads Excel document, was also provided as evidence of communication with external providers. The complaint update records provide evidence of a re-request for a pictorial project update for Captain Caleb, which	
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			was sent to the Client Services Department on 29/02/2024. This pertained to the allocation of the Cyberville Project. The Client Services Department was tasked with ensuring that clients received regular updates on their subscriptions promptly. The process required that complaints be addressed and updates provided within 48 hours of receipt. Evidence of statutory and regulatory compliance with Lagos State Physical Planning Permit Authority Development Permit (0115688) with registration number ET18/DO/207/70 dated 15/8/2018 and Development Permit Number DCB/26149/ET Dated 05-08-2022 issued to GT RICH REALTY LIMITED. For 2023, Evidence of Lagos State Physical Planning Permit Authority Development Permit (0012612) with ref number ET2022(S)/DO/138/70 dated 09-11-2023 and Provisional Planning Permit Number PROV/195/ETS issued to FRANKBELL INDUSTRY LIMITED for residential building. Assessment report sighted and verified (7 April 2022, stamped by the LASPPPA District Office) For 2024, Evidence of Lagos State Physical Planning Permit Authority Development Permit (0021005) with registration number IBE2024/DO/031/70A Dated 04-03-2024 and Development Permit Number DCB/DO/075/IBE Dated 24-04-2024 issued to EIB Trustees Limited for residential building. Assessment report sighted and verified (22 Nov 2023, stamped by the LASPPPA District Office) Assessment is carried out before the registration of the application to planning authority Environmental Impact Assessment EIA approval was sighted and verified with Ref: EPA/LASEPA/EIA/1718/102/009 for Residential building – Signatorial Height. For Abuja, Abuja Metropolitan Management Council – Department of Development Control, File No: FCDA/DC/BP/RSD/PHS IV/28414 issued to Developer – Peoples Business Services Ltd, Project name Katampe 7,	
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			Dated 17-Sep-2024 To ensure that every drawing generated in the department must meet with all relevant statutory standards. Lekki Comprehensive Master Plan Lagos – Nigeria June 2013 Lagos State Government the Revised Ikoyi – Victoria Island Model City Plan 2013 – 2033 Lagos State Urban and Regional Planning and Development Law, CAP U2 – Lagos State Physical, Planning Permit Regulations, 2019 The company ensures that contractors to be engaged are evaluated, beyond that they are subjected to trainings organized by LGE Ltd with aim of enhancing their skills and improving quality of service to be delivered. Evidence sighted was Tech Contractor Training Evaluation. Certified Contractors deployed to sites were found to comply to statutory and regulatory requirement which was deemed to be applicable to the service provided. Customer's requirements were reviewed prior to commitment to supply. Based on adds and market survey, the management ensures that the design team {Tech Support} comes up with 5 types of design for management selection to Produce a complete drawing and BOQ for management consideration. However, the design is approved after checking the cost of execution, cost effectiveness, timing for execution. All document and specification from design team (Tech Support) is given to HOA for awards, which is then communicated to the contractor based on Prequalification and approval from both management and HTO for the contractor to move to site for execution. PM/PC/HTO guide contractor on specification, QA/QC ensures the structure meets client's specification and also given value back to client. Evidence sighted was Approval to award contracts to Osborne K Block B, Osborn LNHL Extension, Osborne EFG, Banana Block	
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			D, Durumi 2 and Katampe 3 dated 14/May/2024 Relevant personnel/contractors were made aware of changes through legal and contractual agreement when changes occurred.	
8.3	Design and development of products and services	Positive Finding	The organization has established the scope, duration, and complexity of its design and development activities, including necessary stages and reviews. It has defined verification, validation activities, and responsibilities, while identifying required internal and external resources. Customer and user involvement is ensured, and Lekki Gardens Estate Limited's Technical Support Department has determined the control level expected from customers and relevant parties. Documented information is maintained to demonstrate compliance with design and development requirements. Also, key functional and performance criteria for products and services are identified as part of the design and development inputs. In the Technical Support process, inputs are sourced from Architecture, Mechanical, Electrical, and Structural departments, with planning coordinated by the COO. A sample of the design and development process was observed for the Paradise Court II (Orchid 2), a residential low-rise building development. Design and development inputs include Survey Plans, such as Plan No: SUA/4612/14/PRO/LA, SUA/4612/13/PRO/LA, SUA/4612/12/PRO/LA, and IFL/3482/PROV2/2020/LA. Architectural drawings for the project are referenced as LAG/LK/ORC/FD-A/A. Design and development controls ensure compliance with building regulations, and the design and development outputs include drawings submitted for statutory and regulatory approval. Changes to the design proposal were communicated, including a change from a G+2 to G+5 configuration (for Schemes 1, 6, and 8). This change was made to optimize the layout, and the revised designs were resubmitted for approval by the COO.	NA

8.4	Control of externally provided processes, products and services	Positive Finding	Lekki Gardens Estate Limited has established requirements for on boarding its external providers/contractors to ensure that products and services provided are in accordance with agreed services levels agreements. The retained documented information (contractors' files) on the selection and performance evaluation of vendors that provides services. The Vendor validation form for Technical Contractors Conplan Construct Ltd, Hanar Tech and Royal Honour have evidences of their CAC, Financial Capacity, QHSE, Competence of Personnel and equipment Machinery's. The records for performance evaluation and the re-evaluation of above Technical vendors dated August, 2024, 11/11/2023 and 9/04/2022 were rated [C] as satisfactory and [B] Very Good The Lekki Gardens Estate Limited conducted a Regular training for contractors in order to support them meet the organizations Quality Objectives on all milestones. There has been an improvement on contractors' rating from C to B from 2022 to 2023 and increased improvement in 2024. Evidence sighted was Tech 2022 – 2024 Trend Analysis of Contractor Improvement and Evaluation of Work The Pre-Qualification form dated 22/09/2023 for others contractors such as Allianz Insurance provide insurance for the vehicles with its relevant documentation that includes Incorporation certificate, TIN number, Location address for physical verification. Red star courier services 7/10/2023. Evaluation for Red star was 100% on 28/06/2024 Jicama venture cleaning Supplier evaluation questionnaire dated 6/01/2024. The supplier - Re - evaluation forms for Isaactech Venture on Air conditional servicing dated 07/07/2023 - 28/06/2024. The performance register showed that the details of evaluation for Isaactech venture were effectively maintained.	NA
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			The External Solicitors evaluation analysis and 2024- external Surveyors Re-evaluation analysis dated 05/04/2024 and 6th May, 2024 respectively The Legal department has carried out re-evaluation of its external solicitors as sighted in the 2024-External Solicitors Evaluation Analysis. However, there was no evidence of criteria for the selection of the external solicitors and surveyors in the 2024-External Solicitors Evaluation Analysis and 2024-External Surveyors Re-evaluation Analysis and dated 05/04/2024 and 6th May,2024 respectively- Observation 05 The verification of this activities was said to be in place to ensure that tangible products purchased were checked as against the relevant requirement/Purchase Order. Suppliers were confirmed to be checked at the point of supply to verify the specification for description of goods and quantity of material by Store and end user. The criteria (Financial Capacity, QHSE, Competence of Personnel and Equipment Machinery's) for vendor's selection with respect to the services they provide showed that the vendors satisfied the set criteria.	
8.5	Production and service provision	Positive Finding	The Estate Relations has controlled its service provision as sighted in the Uncompleted Snag Checklist Abuja and completed Snagging Checklist for T4C in Cyberville Estate which showed the list of internals to be checked/inspected (Windows, Size of Room, POP, Cornices and Roof leakage, Alignment of conduit, Staircase rises, plastering, Doors and Handrails) before customers occupy their properties to ensure that there are no issues. The management ensure that contractors has adequate trained Personnel and are evaluated based on quality, capacity and competence, value engineering, safety {Compliance to usage of PPEs on site during	NA

		operational activities} and regulatory compliance as Sighted in Tech 2022-2024 Trend analysis of contractor improvement and evaluation and Proposal for contractors and vendors training in Lagos and Abuja. The use of checklist capturing all milestones of the specific Project was applied at various stages of the job execution in accordance with planned arrangements under strict supervision by the Project managers from start to finish reflecting the use of checklist as either when contractors are about to request for sign off or routine checks. Sighted was checklist for typical building construction with Project name T-A1, Project manager-PM, Contractor-Conplan Construct Ltd for Paradise Court 2 dated 5/12/2023 Meanwhile, LGE Ltd takes into considerations hazards around the proposed sites such as collapse of the piling machine if the compartment of the soil area is not stable, Shift in the Pile shaft, Risk of fall of concrete bucket, noise exposure and contact with moving machinery or even incidents related to manual handling. The competence of the engineer/Organisation responsible for the Project was determined through recommendation based on referral and recognized as a Coren registered/certified Architect and Engineers as evidence in Coren and NSE Certificate with registration no: 022956 and 024509 dated 14/11/2013 for Chima Samuel Mgbachi and degree certificate in B. Eng. Civil Engineering dated 13/06/2009 Coren and NSE Certificate with registration no: 025207 and 025207 for Okocha Edmundson and degree certificate in B. Eng. Civil Engineering from Ado Ekiti A WhatsApp video sent to Oduwale Bankole regarding a payment reminder for Foreshore Waters, dated 03/11/2023, with the final payment receipt numbered 23/001201 issued on 18/12/2023. Records for Mr. Lawrence Ebenezer as
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			of 09/10/2023 indicated the amount due for payment in November 2023. The outstanding balance was subsequently paid on 18/12/2023, and this information was maintained and documented. Regarding evidence of new sales revenue, the following were noted: An offer letter for the sale of a unit to Go crest Energy Services Ltd, dated 23/09/2024, with the payment receipt numbered HOR/24/001416, dated 11/10/2024. An offer letter issued to Dr. Usman Jakara, dated 30/08/2024, with the final payment receipt numbered TPA/24/001342, dated 02/11/2024, confirming the payment was made as scheduled. These records were sighted and verified. TECHNICAL SUPPORT Drawings are sent to the CO (Design Apartment Chart – make-up of the unit), changes are made. Sighted and verified was changes documented on design chart – Riverside Premier.	
8.6	Release of products and services	Positive Finding	The Lekki Garden has implemented planned arrangement at appropriate stages to verify that the product requirement has been met before release as sighted in the Project Handover Document of the Smart City and Meridian Park, Horizon Smart City (Awoyaya) and Smart City, Osborn and Iconic dated 24/11/2022, 03/05/2023 and 25/03/2024. These were endorsed ok and handed over to Estate relations by the Technical. Signed off document to make payment for contractors was sighted and verified Milestone sign off was sighted and verified for 2023 and 2024 respectively. Document – Lekki Gardens Technical Department Doc no: 0002258 – Request for Inspection (to inspect if the job is done in accordance to specification), Location – Horizon Cyberville, building construction, Contractor ID Core 1914, Date requested for inspection: 03/06/2024, Item Mechanical Installation 25%, Signed off by Project manager Tosin Omotilewa, dated 03/06/2024. The milestone commitment as sighted in the TMF2E Completion Bill, as agreed, 25% completion must be N400,000. The confirmation was in line with the agreed	NA

			milestone. Document – Lekki Gardens Technical Department, Request for Inspection (to inspect if the job is done in accordance to specification), Location – Villas De Paradise, Katampe 7. Contractor ID Bishmur Limited, Date requested for inspection: 21/07/2023, Item Ground floor Form work and concrete, signed off by Project manager Engr Sunday GA, dated 21/07/2023. The milestone commitment as sighted in the SD-D2 Katampe 7. Milestone agreement of N1,828,400 and the request was same. The confirmation was in line with the agreed milestone. Survey plans and Deed clearance form from the Audit and Revenue assurance unit was sighted and verified. The document is prepared by legal and the audit revenue department verified the payment and signs off. This was verified for 2022, 2023 and 2024. Handover report was reviewed and verified. The report ensures that all necessary documentations are available during the sign off, documents such as home delivery form, means of ID, Contract of sale, Legal Survey Fee Payable, date of handover.	
8.7	Control of nonconforming outputs	Positive Finding	The Lekki Garden ensure due diligent and background check in Land acquisition, it process of community engagement, verification of Land title from relevant Government Agencies. To prevent non-conforming output the management has employed the services of not less 27 lawyers, for this land acquisition due diligent and background check the services of Legal team for this background checks. The control to prevent defect in designed is implemented by ensuring that Design and development controls complied with building regulations, and the design and development outputs include drawings submitted for statutory and regulatory approval. And Technical Department conducted Inspection (to inspect if the job is done in accordance to specification) before handover of building.	NA
9 Performance evaluation				
9.1	Monitoring, measurement, analysis and evaluation	Positive Finding	Lekki Gardens Estate Limited has established methods for monitoring, measuring, analysing, and evaluating	NA

			performance. The operating procedure for performance appraisals is designed to appraise and manage staff performance applicable to all eligible employees within the organization (Ref. No. LGE-QMS-HR-01). Evidence performance appraisal result for 2022 – 2024 appraisal rating was sighted 2024 92% met and exceeded the expectation, 2023 95.7% met or exceed expectation, 2022 81.3% met or exceed expectation The department has established a procedure for conducting customer satisfaction surveys on a quarterly and yearly basis. The results of these surveys are documented and analysed against set targets. This is evident in the Horizon Estate 2021-2024 Customer Satisfaction Analysis, which details the total number of transactions versus repeat purchases and referrals. Lekki Garden Estate Limited maintains a list of customers called Comprehensive Database of clients. The completed customer satisfaction form sighted showed feedback from all active clients but could not be captured because the feedback had no identity for ease of traceability. However, the analysis of Customer Satisfaction survey showed the % total client satisfied @ [69.99%, 70.99% & 55.99%] and dissatisfied @ [9.60%, 8.60% & 13.60%] for the respective following years 2022, 2023 and 2024 which are usually analysed at the end of the year and did achieve 60% satisfaction level with all customers surveyed and still retained 80% customers. The performance of departmental activities is continuously monitored, measured, analysed, and evaluated to ensure the effectiveness of the processes. Evidence of this is found in documents such as the Horizon Group Monthly Sales Report for October 2024 and the Horizon Estate 2021-2024 Sales Analysis, which compares yearly targets against actual achievements. In 2023, the department's sales performance was 43%, falling short of the 50% target due to the same external challenges. Further evidence is provided in
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			documents such as the Weekly Summary – Sales Pending Receipt Tracker for 2022, 2023, and 2024, which details the business unit requests, including new, pending, treated, and approved requests. Additionally, the Comprehensive Refund Summary Schedule for December 2023 and the Sales Operations Department PSI Monitoring Entry Sheets for 2023 and 2024 were also reviewed. However, the PSI Monitoring Entry Sheet for 2022 was unavailable, with the auditee explaining that data loss occurred during the migration from Google to Microsoft. The PSI analysis is conducted quarterly, and in 2023, the department met its target of 100% for all processes except for the process "To acknowledge requests within a maximum of 24 hours, treat all allocation-related requests within 7 days, and maintain an up-to-date Allocation Schedule," which achieved a score of 95% instead of the target 100%. In 2024, all processes met their targets, though this same process did not meet its target in Q2 (82%) and Q3 (79%). Also, the process "To treat all receipt requests within 24 hours" scored 93% in Q3, falling short of the 100% target. The Customer satisfaction trend on issues analysis for resolution of customer complaint 84.74% at 2022, 86.26 at 2023 and 82.96 at 2024 did surpass the target of 70% summary of issues The Legal Department has carried out performance monitoring of their process as sighted in the Q4-Legal Department report for October 13, 2023 and Rev-Quarter 2-QBR Report for Legal Department-Legal Department Report to Management (April 1, 2024- June 30,2024) where 69% of its target was met. Lekki Gardens October Traction Report and KPI Measurement was reviewed, which included the traction sheet and KPI measurement for advertising performance. This document tracked marketing activities across platforms such as Punch Full Page, Nigeria Ifo, Billboards at International Airports, and Bridge Panels for Foreshore and	
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			Horizon, providing data on projected views (56,000), digital leads (56), resulting sales, and advertising costs, all of which helped assess marketing effectiveness. The Lekki Gardens Estate Limited Building Approval Analysis for Q1, Q2, and Q3 of 2024 shows that in Lagos, there are 29 total projects, with 14 on site, all of which have obtained permits, resulting in 100% compliance. In Abuja, there are 8 total projects, with 2 on site, both of which have permits, also achieving 100% compliance. For Q1, Q2, and Q3 of 2023, Lagos had 19 total projects, 10 on site, with permits obtained for all 10, maintaining 100% compliance. In Abuja, there were 5 total projects, with 3 on site, all of which had permits, also achieving 100% compliance. In 2022, Lagos had 16 total projects, 11 on site, all with permits, resulting in 100% compliance. Abuja had 4 total projects, 1 of which was on site, and it had the necessary permit, also achieving 100% compliance. In the 2024 PSI analysis, with a target of 60%, the approval of Lagos drawings for all quarters achieved 88.2%, with 17 approvals and a variance of 2. The construction of Lagos drawings also met a high achievement of 96.2%, with 26 drawings and a variance of 1. However, the submission for town planning approval had an achievement of 60%, with 17 submissions and a variance of 2.	
9.2	Internal audit	Positive Finding	The Lekki Gardens Estate Limited conducts internal audits at planned intervals to assess the conformity of the QMS to ISO 9001 requirements and organizational needs. The internal audit process considers quality objectives, the importance of processes, customer feedback, changes affecting the organization, and previous audit results. Key findings from the internal audit records include: The results of internal audit conducted in November, 2022 (15th–17th) has 7 minor non-conformities, all closed. Internal audit records of September, 2023 (25th–28th): 7 minor non-conformities, all closed. And internal audit of July 11th, 2024: No	NA

			non- conformities reported. The results demonstrate a robust internal audit system, driving continuous improvement and effective implementation of the QMS.	
9.3	Management review	Positive Finding	Management reviews are conducted annually, with documented retained documented information as minutes meetings held on November 18, 2022, November 15, 2023 and September 5, 2024 were adequate. The items covered include the status of previous actions, external and internal changes relevant to the QMS, customer satisfaction, quality objective performance, and opportunities for improvement.	NA
10 Improvement				
10.1	Determination of opportunities for improvement and necessary action to achieve the intended outcome of the Quality management system (General)	Positive Finding	The Audit, Risk, and Compliance unit identified the need to implement an Enterprise Resource Planning (ERP) system as an opportunity for improvement to enhance the effectiveness of the Quality Management System (QMS) and achieve its intended outcomes. Adopting an ERP system offers numerous benefits that will significantly improve work efficiency and streamline operations. Implementing an ERP will allow the Audit, Risk, and Compliance unit to handle complex processes with greater accuracy and speed by eliminating redundancies, minimizing errors, and providing visibility into ongoing activities, the ERP system will enhance the unit's ability to meet quality objectives and support the overall QMS framework.	NA
10.2	Nonconformity and corrective action	Positive Finding	Nonconformities were identified through internal control audits, and a corrective action process was initiated. This process includes conducting a root cause analysis, assessing the potential impact of the deviation, and implementing corrective actions. Procedures for addressing non-conformities and customer complaints are also maintained. This is handled at the head office Evidence of close out of NCs recorded during the internal audit was sighted dated 9/09/2024 and the Estate Relations recorded 4 NCs which was confirmed to have been closed out internal Audit resolution for Estate	NA

			relations Nov 2024 dated 09/09/2024 Customer complaint monitored as per established procedure. Complaint on services received from customers were resolved promptly within the response time for within department 24-48hrs, with other department 2-3weeks and Management 2-3months. The reports of complaint resolved were retained and samples drawn from the response time to address the complaint showed the following analysis of complaint as stated below There was delayed handover of property to Olusesan Awoninoki in which ticket was opened, resolved within same date it was initiated and closed on 20/10/2022 Mr Abiodun Banjoko requested for Personalized Project update which was attended to on 15/11/2022 and resolved via mail same day at 3:48pm dated 15/11/2022 Mrs Jennifer Nwamu Awele requested on 27/04/2023 for a refund in which the issue was attended to, Payment Schedule was communicated to client and refunds were paid on 2/06/2023 and 10/07/2023. The 2nd quarter report Implies that the resolution of the complaint registered by the walk-in client was achieved within 3months. The 3rd quarter report showed that Eunice Odika had requested for an allocation letter which was attended to and did achieve the resolution of the complaint same day dated 29/08/2024	
10.3	Continual improvement	Positive Finding	Lekki Garden Estate Ltd continually improves the suitability, adequacy and effectiveness of the quality management system. Noted improvement was observed in the introduction of Project Time Delivery in second quarter of 2022 in effectively enhancing the performance in terms of Prompt feedback, shorter time to address concerns, easily tracked and speedy process of automated levels of authorization as against memo's used as a means of communication up till the end of first quarter thereby experiencing slow feedback, could not be used to track, longer time in addressing issues and having several levels of authorization. The introduction of green roofs serves	NA

			as part of the company's sustainability drive to enhance the energy efficiency of its buildings while reducing carbon emissions associated with construction materials. A notable example of this initiative is the Signatoria Heights, Osborne Phase 2, a residential building featuring a green roof. The Technical Support department, green roofs offer numerous benefits to both residential and corporate buildings, including improved energy efficiency by providing natural insulation, which reduces heating and cooling costs. They contribute to environmental sustainability by lowering carbon footprints, enhancing air quality, and managing stormwater through natural water absorption. The management has achieved Zero Accident/incident free Operations at the end of the Project and in various LGE Ltd Offices. Evidence presented was Construction Site Safety Compliance Weekly Report dated 15th November, 2024 showing recommendations with the aim to enhance the safety culture on not just the Osborne site but other locations within Lagos and Abuja, and ensuring strict PPE adherence by all contractors.	
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ANNEX 2: AUDIT PLAN (Please Attach Implemented Audit Plan)

Audit Date:	27 /11/2024	Identification:	SON/1023/QMS/1282
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Organisation Name:	LEKKI GARDENS ESTATE LTD		
Address:	HORIZON I, PLOT 235 KUNSELA ROAD, 4TH ROUNDABOUT, IKATE ELEGUSHI. LEKKI LAGOS		
Chief Executive:	Dr. RICHARD NYONG		
Contact Person;	PETER OSAZUWA		
Contact Details(s):	Mobile Number(s): 08062492019	E-mail Address: peterosazuwa@lekkigardens.com	
Audit Type	RECERTIFICATION		
Standards(s)	QMS ISO 9001:2015		
Audit Scope	SITE SCOPE: ESTATE RELATIONS, FINANCE, HUMAN RESOURCES, LEGAL, HR, ADMIN CORPORATE SCOPE: PROVISION AND SALES OF AFFORDABLE HOUSING AND INFRASTRUCTURE		
Audit Language	ENGLISH		
Audit Man days	3.5		

Organisation: LEKKI GARDENS ESTATE LTD

Identification: SON/1023/QMS/1282

EAC/Category	EAC 32, 29
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Auditors:

Name:	Role	Abbr.
Ndagi Mohammed	TEAM LEADER	NDAGI
Soyebo Udochi Norah	AUDITOR	UDOCHI
Obiamaka Vivian Nechi	AUDITOR	NECHI
Raphael Uchenna Martina	AUDITOR	RAPHAEL

Audit Objective:

1. To confirm that the management system conforms with all the requirements of the audit standard
2. To confirm that the organization has effectively implemented the planned management system
3. To confirm that the management system is capable of achieving the organization's policy objectives
4. To assess the measurement and performance of the system over the past 3 years
5. To verify adequate use of logo

Date	Time	Auditor	Organisational Unit/Process/Activity/Audit Area (and shift where applicable)	Key Contact
27 /11/2024	8:00-9:00	ALL	Arrival at site and site security / safety clearance	SON auditors & LGE Mgt.
	9:00-9:30		Opening Meeting	SON auditors & LGE Mgt
	10:30-12:00	NDAGI	Executive Management	AKUUJI EZE
	10:30-12:00	UCHENNA	Human Resources	JESSICA IGBABOA
	10:30-12:00	OBIAMAKA	Estate Relations	Ubong Udoh
	10:30-11:30	NORAH	Finance	SURAJU KAREEM
	12:30-1:00	ALL	LUNCH BREAK	
	1:00-3:00	NORAH	Admin	DAVID OYAKILOHEM
	1:00-3:00	OBIAMAKA	Legal	Irene Diachi
	3:00-3:30	ALL	Audit Team Review/Compilation	SON Auditors
	4:00Pm	ALL	Closing Meeting	SON auditors & LGE Mgt.

***Notes to Client:**

- All objective observation of the entire plan including possible conflict of interest of any audit team member should be communicated to SONMSC before audit date
- SONMSC auditors reserve the right to change or add to the elements listed before or during the audit.
- A private place for preparation, review and conferencing is requested for the auditor's use.
- A guide for each auditor
- Photocopier /printing facilities
- Personal Protective equipment as necessary

Prepared by: ENGR. AFANGIDE U.N. **Sign/date:** A.U.N 20/11/2024

Approved by: OLUWASEGUN ADEWUMI **Sign/date:** OA 20/11/2024

PLEASE CHANNEL ALL CONCERNS TO Group Head, BUSINESS DEVELOPMENT

Email: sonmscbusinessdevelopment@gmail.com **Contact Phone** 08033190670

Cc: sonmscdro@gmail.com

Audit 25/11/ 2024 **Identification:** SON/1023/QMS/1282

Organisation Name: LEKKI GARDENS ESTATE LTD

Address:	PARADISE 3 ESTATE, CHEVRON DRIVE, CHEVRON	
Chief Executive:	Dr. RICHARD NYONG OON	
Contact Person:	PETER OSAZUWA	
Contact Details(s):	Mobile Number(s): 08062492019	E-mail Address: peterosazuwa@lekkigardens.com
Audit Type	RECERTIFICATION	
Standards(s)	ISO 9001:2015	
Audit Scope	AUDIT RISK, COMPLIANCE, AND CONTROL, CLIENT SERVICES AND COLLECTIONS SERVICES. (SITE SCOPE) CORPORATE SCOPE: PROVISION AND SALES OF QUALITY AND VERY AFFORDABLE HOUSING AND INFRASTRUCTURE.	
Audit Language	ENGLISH	
Audit Man days	4	
EAC/Category	29, 32	

Auditors:

Name:	Role	Abbr.
KAYODE ODUNSI	TEAM LEADER	KAYODE
ANOM TERDOO	AUDITOR	TERDOO
SOYEBO UDOCHI NORAH	AUDITOR	NORAH
NWAJEI MICHEAL WEST	AUDITOR	NWAJEI

Audit Objective:

1. confirm that the management system conforms with all the requirements of the audit standard
2. To confirm that the organization has effectively implemented the planned management system
3. To confirm that the management system is capable of achieving the organization's policy objectives
4. To assess the measurement and performance of the system over the past 3 years
5. To verify adequate use of logo

Date	Time	Auditor	Organisational Unit/Process/Activity/Audit Area (and shift where applicable)	Key Contact
25/11/ 2024			DAY 1	
	8.00 am		Arrival At Site and Site Security / Safety Clearance	SON auditors & management staff of LGE
	9.00am – 10:00am	ALL	Opening Meeting	SON auditors & LGE Mgt
	11.00am – 1:00pm	KAYODE/TERDOO	AUDIT RISK, COMPLIANCE & CONTROL	Functional rep
	11.00am – 1:00pm	NWAJEI	CLIENT SERVICES	Functional rep
	11.00am – 1:00pm	NORAH	COLLECTIONS	Functional rep
LUNCH				
	2.00pm – 3:00pm	ALL	Auditors Meeting	SON auditors
25/11/ 2024	3.05pm – 4:00pm	ALL	Closing Meeting	SON auditors & LGE Mgt

***Notes to Client:**

- **All objective observation of the entire plan including possible conflict of interest of any audit team member should be communicated to SONMSC before audit date**
- SONMSC auditors reserve the right to change or add to the elements listed before or during the audit.
- A private place for preparation, review and conferencing is requested for the auditor's use.
- A guide for each auditor
- Photocopier /printing facilities

Organisation: LEKKI GARDENS ESTATE LTD

Identification: SON/1023/QMS/1282

- Personal Protective equipment as necessary

Prepared by: ENGR. AFANGIDE U.N. **Sign/date:** A.U.N 20/11/2024

Approved by: OLUWASEGUN ADEWUMI **Sign/date:** OA 20/11/2024

PLEASE CHANNEL ALL CONCERNS TO Group Head, BUSINESS DEVELOPMENT

Email: sonmscbusinessdevelopment@gmail.com **Contact Phone** 08033190670

Cc: sonmscdro@gmail.com

Audit	26/11/ 2024	Identification:	SON/1023/QMS/1282
Date:			

Organisation Name:	LEKKI GARDENS ESTATE LTD		
Address:	45 ROYAL PALM DRIVE OSBORNE FORESHORE. PHASE II. IKOYI, LAGOS.		
Chief Executive:	Dr. RICHARD NYONG OON		
Contact Person;	PETER OSAZUWA		
Contact Details(s):	Mobile Number(s): 08062492019	E-mail Address: peterosazuwa@lekkigardens.com	
Audit Type	RECERTIFICATION		
Standards(s)	ISO 9001:2015		
Audit Scope	SALES, SALES OPERATIONS, TECHNICAL, DESIGN SERVICES. (SITE SCOPE) CORPORATE SCOPE: PROVISION AND SALES OF QUALITY AND VERY AFFORDABLE HOUSING AND INFRASTRUCTURE.		
Audit Language	ENGLISH		
Audit Man days	4.5		
EAC/Category	29.32		

Auditors:

Name:	Role	Abbr.
KAYODE ODUNSI	TEAM LEADER	KAYODE
VICTORIA YORIYO	AUDITOR	VICTORIA
NWAJEI MICHEAL WEST	AUDITOR	NWAJEI
OBIAMAKA VIVIAN NECHI	AUDITOR	NECHI

Audit Objective:

- to look for positive evidence to ensure that elements of the scope of certification and the requirements of the management standard are effectively addressed by the organization's management system.
- to verify that the system is demonstrating the ability to support the achievement of statutory, regulatory and contractual requirements and the organization's specified objectives, as applicable with regard to the scope of the management standard.
- to confirm the on-going achievement and applicability of the forward strategic plan and
- to identify potential areas for improvement of the management system
- to verify adequate use of logo

Date	Time	Auditor	Organisational Unit/Process/Activity/Audit Area (and shift where applicable)	Key Contact
26/11/ 2024	8.30 am		Arrival At Site and Site Security / Safety Clearance	
	9:30 – 10:00am	ALL	Opening Meeting	SON auditors & LGE Mgt
	11:00am – 1:00pm	Victoria	SALES OPERATIONS	Functional rep
	11:00am –	Nechi	MARKETING OPERATIONS	Functional rep

Organisation: LEKKI GARDENS ESTATE LTD

Identification: SON/1023/QMS/1282

	1:00pm			
	11:00am – 1:00pm	Nwajei	TECHNICAL	Functional rep
	11:00am – 1:00pm	Kayode	TECHNICAL SUPPORT	Functional rep
	1:00am – 2:00pm	Victoria/Kayode	SALES	Functional rep
	2:00 – 3:00pm	Lunch		
26/11/2024	3:00-3:20pm	ALL	Auditors Meeting	SON Auditors
26/11/2024	3:25pm – 4:00pm	ALL	Closing Meeting	SON auditors & management staff of LGE

*

***Notes to Client:**

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- SONMSC auditors reserve the right to change or add to the elements listed before or during the audit.
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- A guide for each auditor
- Photocopier /printing facilitiesnmnm
- Personal Protective equipment as necessary

Prepared by: ENGR. AFANGIDE U.N. | **Sign/date: A.U.N 20/11/2024**

Approved by: OLUWASEGUN ADEWUMI | **Sign/date: OA 20/11/2024**

PLEASE CHANNEL ALL CONCERNS TO Group Head, BUSINESS DEVELOPMENT

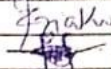
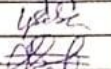
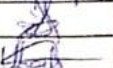
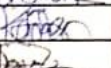
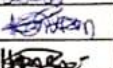
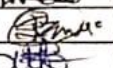
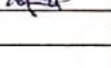
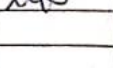
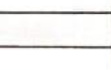
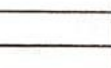
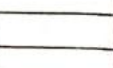
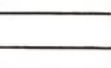
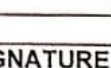
Email: sonmscbusinessdevelopment@gmail.com **Contact Phone** 08033190670

Cc: sonmscdro@gmail.com

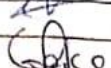
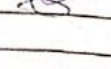
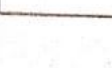
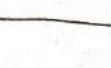
ANNEX 3: ATTENDANCE REGISTER

	SON MANAGEMENT SYSTEMS CERTIFICATION	
	Attendance Record	
	Page: 1 of 1	Location: LKGE
	Organisation: LEKKI GARDENS ESTATE LTD	Date: 27/11/2024
	Stage I/Stage II/Surveillance/Recertification	Time
	Opening	Closing
	9:00am	5:00pm

ORGANISATION PERSONNEL

S/N	NAME	DESIGNATION	SIGNATURE	
			Opening	Closing
1	ANTHONY IBEZAKU	CEO		
2	Dorcasola Abiodun	Project Manager		
3	Jessica Igbaror	HRBP		
4	David Oyakhilome	Head Admin		
5	Michael Nwankwo	Head, Legal		
6	Nwaka Asiegbuana	Head Legal		
7	Samuel Kanyem	Finance Operations		
8	IRENE DIACHU	LEGAL OFFICER		
9	PETER OSAZUMA	QMS Coordinator		
10	JOHN AKUSIENI	CLO		
11	IRENE DIACHU			

SON AUDITORS

S/N	NAME	SIGNATURE	
		Opening	Closing
01	NABGI MOHAMMED		
02	NEHI OBIAMAKA		
03	RADHAEL UCHENNA		
04	SONERO Nwora		

Revisions 03

SON MANAGEMENT SYSTEMS CERTIFICATION				
Attendance Record			Page: 1 of 1	
Organisation: <u>LEKKI GARDENS ESTATE LTD</u>			Location: <u>OSOGUN STATE</u>	
Stage: <u>II</u> / Surveillance / Recertification			Date: <u>26-11-2024</u>	
EMS/FSMS/FSSC/OHSMS/ QMS			Time	
			Opening	Closing
			<u>8:30</u>	<u>4:30 pm</u>

ORGANISATION PERSONNEL				
S/N	NAME	DESIGNATION	SIGNATURE	
			Opening	Closing
01	Amaka Ebinum	Head, Sales Ops	<u>Amaka</u>	<u>Amaka</u>
02	MOSUNMOLA OMOBILEWA	Sales	<u>Mosunmola</u>	<u>Mosunmola</u>
03	GLUNOLS NTIA	4-HEAD Mktg Ops	<u>Glunols</u>	<u>Glunols</u>
04	Idadapo Adeniji	TA to head tech ops	<u>Idadapo</u>	<u>Idadapo</u>
05	Elwiah Ekpe	Head HSE	<u>Elwiah</u>	<u>Elwiah</u>
06	Priscilla Omosale Eniola	Content Writer	<u>Priscilla</u>	<u>Priscilla</u>
07	NAFIU I. ABDUNDI	Head Town Planning	<u>Nafiu</u>	<u>Nafiu</u>
08	QUADIR BELLO	Town planning	<u>Quadir</u>	<u>Quadir</u>
09	Kenneth Osagie	Head Technical	<u>Kenneth</u>	<u>Kenneth</u>
10	Michael Omoniyi	Head Technical	<u>Michael</u>	<u>Michael</u>
11	BOLAJI AKINDLE	Sales Ops Manager	<u>Bolaji</u>	<u>Bolaji</u>
12	PEARL OMOJUNWA	QMS Coordinator	<u>Pearl</u>	<u>Pearl</u>

SON AUDITORS			
S/N	NAME	SIGNATURE	
		Opening	Closing
01	KATODE ODUNSI	<u>Katode</u>	<u>Katode</u>
02	TORIYO VICTORIA	<u>Toriyo</u>	<u>Toriyo</u>
03	NECITI OBIAMAKA	<u>Neciti</u>	<u>Neciti</u>
04	Michael West Osagie	<u>Michael</u>	<u>Michael</u>

SON MSC/AAR/01

Issue Date: 13-03-18

Revision 03

Organisation: LEKKI GARDENS ESTATE LTD

Identification: SON/1023/QMS/1282

ORGANISATION WIDE AUDIT SUMMARY (For Multiple Site)

Reference Number: SON/1023/QMS/1282

Date of Audit: 25-27th November, 2024

Purpose of Audit: ISO 9001:2015 Recertification audit

Name: Lekki Gardens Estate Limited

Scope of Audit: Provision and Sale of affordable Housing and infrastructure

Summary of CARs

S/ No	Site Name & Physical Location	Audit Team	Audit Dates	No of Site audit days	Number of Non conformities (NCs)			Audit Team Conclusion	Audit Recommendation
					Major NC	Minor NC	Total		
1	Lekki Gardens Estate Limited Horizon I, Plot 235 Kunsela Road, 4th Roundabout, Ikate Elegushi. Lekki Lagos	Ndagi Mohammed Soyebo Udochi Norah, Obiamaka Vivian Nechi, Raphael Uchenna Martina	27 th Novemb er, 2024	1	Nil	Nil	Nil	Lekki Gardens Estate Limited has effectively maintained and improved its quality management system in accordance with ISO 9001:2015 Standard, specifically in relation to Provision and Sales	Lekki Gardens Estate Limited Head office recommended for ISO 9001:2015 Standard recertification

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								of Affordable Housing and Infrastructure	
2	Lekki Gardens Estate Limited -Paradise 3 Estate, Chevron Drive, Chevron.	Kayode Odunsi Anom Terdoo Nwajei Micheal West Soyebo Udochi Norah	25 th November, 2024	1	Nil	Nil	Nil	Lekki Gardens Estate Limited has effectively maintained and improved its quality management system in accordance with ISO 9001:2015 Standard, specifically in relation to Provision and Sales of Affordable Housing and Infrastructure	Lekki Gardens Estate Limited Chevron Drive, Chevron office recommended for ISO 9001:2015 Standard recertification
3	Lekki Gardens Estate Limited 45 Royal Palm Drive Osborne Foreshore. Phase li. Ikoyi, Lagos	Kayode Odunsi Victoria Yoriyo Nwajei Micheal West Obiamaka	26 th November, 2024	1	Nil	Nil	Nil	Lekki Gardens Estate Limited has effectively maintained and improved its quality management system in accordance with ISO 9001:2015	Lekki Gardens Estate Limited Osborne Foreshore. Phase li. Ikoyi, Lagos is recommended for ISO 9001:2015 Standard recertification

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		Vivian Nechi,						Standard, specifically in relation to Provision and Sales of Affordable Housing and Infrastructure	
	TOTAL NO OF NCs								

Team Leader's overall conclusion on strength & weakness of audited system:

Team Leader's overall recommendation including consideration of any Major NC:

Lekki Gardens Estate Limited has effectively maintained and improved its quality management system in accordance with ISO 9001:2015 Standard, specifically in relation to Provision and Sales of Affordable Housing and Infrastructure and recommended for ISO 9001:2015 Standard recertification

Name:

Signature & Date: