



IMS OBJECTIVES

In-compliance to **Comsylv Integrated Construction Limited's** Integrated Management Systems Policies (ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018), we are committed to complying with the following IMS Objectives:

- Achieve a minimum aggregate customer satisfaction rating of at least 80% annually.
- Ensure at least 70% of the workforce go through training and development in identified competence area to increase productivity and overall performance
- Ensure effective responses to all customer complaints within 24 hours, reporting, investigating, closing out the complaint to the satisfaction of the customer no later than three (3) working days and escalation is initiated if resolution is not achieved within the set timeline.
- Conduct at least two employee engagement surveys by the end of the year, with a participation rate of 80% or higher.
- Achieve and maintain 100% compliance with all relevant legal and regulatory requirements by the end of the year.
- Reduce the number of lost-time injuries by 20% by the end of the year.
- Ensure 100% compliance to all Safety training schedule and drills.
- Establish and comply with Waste Management Plan for all environmental impacting project/ location
- To maintain zero accident and incident work operations by providing safe equipment, safe system of work and creating safe people through human re-engineering.
- By employment and deployment of only competent workers for all of our jobs.

Engr. Ezeh, Okechukwu
Managing Director