SIRAP 1 GRM REGISTRY

No	A. General Information: 1. Province	2. Infrastructure Type (Road, Airport, or Bridges)	B. Complainant Information (Person Reporting): 3. Gender (Male or Female)	4. Occupation	5. Location Address	6. Received Date	C. Complaint Details: 7. Type of Complaint: [1] Affected Person(s); [2] Intermediary (on behalf of the AP); [3] Civil Organization (Church or small groups); [4] Service Organization (Local Government Institution); [5] Others, Specify	8. Mode of Receiving the Grievance: [1] Letter; [2] Phone Call; [3] Verbal Complaint; [4] Suggestion Box; [5] Fax; [6] Email; [7] Others, Specify	9. Location of the problem/issue specified in the complaint: [1] Village; [2] Construction Site; [3] Others, Specify	10. Type of Problem/Grievance: [1] Trace; [2] Land Access; [3] Compensation; [4] Contractor; [5] Construction; [6] Resettlement Site; [7] Others, Specify	11. Who to Address: [1] PST; [2] SC; [3] Contractor; [4] Government (MID/MCA); [5] All of the above	12. Short Description of the Problem/Issue/Concern: (This should include person/agency responsible for causing the problem: [1] Project Implementing agency; [2] Affect Parties; [3] Service delivery agencies; [4] Local political authority; [5] Civil Organizations; [6] Funding Agencies;	13. Rating of Issue: [1] Low [2] Medium and [3] High	14. Past Action/s taken by the complainant (if any)	D. Actions Taken: 15. Details of the Person who received the Complaint: 15.1. Name	15.2. Position	15.3.Date	16. Details of who is responsible to deal with the compliant: 16.1. Position	16.2. Date forwarded to Focal Person	17. Actions taken by the Receiving Office: 17.1. Action 1 and Date of Action	17.2. Allan 2 and Date of Action	17.3. Allan 3 and Date of Action	18. Final Resolution
1 SMALL BRIDGES ON MALATA (REEVES ENVICO INTERNATIONAL)																								
1	Malaita Province	Bridges	M	Security Guard	Fote laydown site	24/01/2023	1 - Affected Person	3 - Verbal complaint	3 - Fote laydown site	2 - Land Access and Contractor	3 - Contractor	Complaint that he was not getting correct payment for working during Christmas of December 2022. Also expressed his concerns about the gravel extraction at Fote quarry site.	3	None	Denmark Mariano	Contractor's Site Engineer	24/01/2023	Contractor's Site engineer	27/02/2023	Reeves management paid agreed to pay the compliant.	Contractor's Project Manager signed the payment		Closed. Settled on 27/02/23 by the contractor
2	Malaita Province	Bridges	M M M M	Farmer Fote laydown site Warder Security Guard	Fote laydown site Fote laydown site Honiara Fote laydown site	23/03/2023	1 - Affected Persons	1 - Letter	3 - Fote laydown site	3 - Compensation	3 - Contractor	These complaints filed a complaint letter demanding $150k compensation from the contractor alleging that the contractor had trespassed into their tabu site at Gwahaba at the Fote quarry site.	3	None	Denmark Mariano	Contractor's Site Engineer	23/03/2023	Contractor's Site engineer	23/03/2023	Land owners who gave consent to the contractor responded to the complainants and advised the contractor to continue work and they will deal with the complainants. 24/03/23	Contractor's Site Engineer requested the landowner that they deal with to respond to the complainants to settle the issue 24/03/23	Land owners who gave consent to the contractor responded to the complainants and advised the contractor to continue work and they will deal with the complainants. 21/04/23	Closed. 21/04/2023. Land owners who gave consent to the contractor responded to the complainants and advised the contractor to continue work and they will deal with the complainants.
3	Malaita Province	Bridges	M	Security Guard	Honiara	13/04/2023	1 - Affected Persons	1 - Letter	3 - Fote laydown site	2 - Land Access	3 - Contractor	The complainant's alleged that they're also land owners of Fote laydown site and the contractor should also get their consent prior to landing at Fote.	3	None	Denmark Mariano	Contractor' Site Engineer	13/04/2023	Contractor's Site engineer	13/04/2023	Reeves met with the landowner that gave consent and discuss the issues received and asked the landowner to respond to the complainant. 14/04/23	Landowner who gave consent to the contractor responded to complinant's letter and advised the contractor to continue work at the site. 15/04/23	Contractor follow up with the Land owners who gave consent to the contractor to respond to the complainants. 18/05/23	Closed. 17/05/2024. Land owners who gave consent to the contractor responded to the complainants and advised the contractor to continue work and they will deal with the complainants.
4	Malaita Province	Bridges	M	Farmer	Gwounua	19/04/2023	1 - Affected Person	1 - Letter	3 - Buma Quarry	2 - Land Access	3 - Contractor	He alleged that there is still a court pending regarding the ownership of the Buma quarry with the group that the contractor has made agreement with. Instructed Reeves to stop any gravel extraction at Buma quary.	3	None	Denmark Mariano	Contractor's Site Engineer	19/04/2023	Contractor's Site engineer	19/04/2023	Reeves met with group that gave consent and had agreement with to discuss the issue. The group advised the contractor to continue to extract gravel at Buma quarry whilst they will settle their differences regarding the land ownership. 20/04/23	Contractor's Safeguards/Site Engineer follow up with the group that they had the agreement with to respond to the other party. Need to settle this issue.	Contractor's safeguards followed up on the issue.	Closed. 17/02/2024. Letters received from the House of Chief to close off the Gilnet.
5	Malaita Province	Bridges	M	Lawyer	Fiu	17/08/2023	2 - On behalf of the AP	1 - Letter	3 - Fiu	2 - Land Access and 4 - Contractor	3 - Contractor	Mark on behalf of the APs instructed contractor not to extract river stones/gravel from Fiu River (their property) until the issue is resolved between landowning parties.	1	None	Denmark Mariano	Contractor's Site Engineer	17/08/2023	Contractor's Site engineer	18/08/2023	Landowners & Stakeholders (Bridge/Contractor, SC, PST, 17km Unsealed Contractor) had a meeting with to further discuss the issue. 15/09/23	Contractor's Site Engineers Safeguards. 3/10/23		Closed. The land owners allowed the Contractor. to extract gravel. A new MOU was signed on the 13/10/2023.
6	Malaita Province	Bridges	M	N/A	Fote Village	06/10/2023	2 - Aps and On behalf of other Aps	1 - Letter	3 - Fote laydown site	2 - Land Access	3 - Contractor	Party claims to own rights of ownership of the Log pond and had received no benefits since operation of the company. Failure to consider within 14 days, will raise trespass and illegal operation of company.	1	None	Unity Iogo	Contractor's Site Engineer/Safeguards	06/10/2023	Contractor's Site Engineer/Safeguards	06/10/2023	Contractor met with the Landowner and his party and requested the landowner to deal with the affected party. The landowner replied the contractor, that he deal with this issue as it is an issue between themselves.	Contractors Safeguards/Site Engineer		Closed at on 8/03/2024
7	Malaita Province	Bridges	M	Site workers	Fote laydown site	30/10/2023	2 - On behalf of the AP	3 - Verbal Complaint	3 - Fote laydown site	7 - Others (personal matter)	3 - Contractor	Two site workers arguing about personal matters on site affecting work schedule (bar bending) for the day. Bar bending work for the day was on halt as the boys took a day off until matters were resolved.	1	None	Unity Iogo	Contractor's Site Engineer/Safeguards	30/10/2023	Contractor's Site Engineer/Safeguards	31/10/2023	Contractor intervened, and try to calm both parties. 31/10/23	1/11/2023: Contractor's site engineer emphasised during their pre-start meetings on the importance of dealing with domestic matters at home.	This issue was resolved between themselves at their home through compensation. 3/11/23	Closed on 3/11/2023. No further issue after the boys settled their differences.
8	Malaita Province	Bridges	M M M M	N/A	Fote Village	14/11/2023	1 - Affected Person & 2 - on behalf of other APs	1 - Letter	3 - Fote laydown site	2 - Land Access	3 - Contractor	Party claims to own rights of ownership of the Log pond and had received no benefits since operation of the company. Failure to consider within 14 days, will raise trespass and illegal operation of company.	1	None	Brian Murray	Contractor's Project Manager	14/11/2023	Contractor's Site Engineer/Safeguards	14/11/2023	Contractor had internal discussion and then met with both parties over the phone regarding the seriousness of this issue/claim. The party that had agreement with the contractor advised that their party will reply this claim. 14/11/23	The landowner (that had agreement with the contractor) contracted their lawyer on this issue. 15/11/23	The lawyer issue a request notice to the disputing party in Dec23	Closed. 8/03/2024. Defendant received no response from the claimant for 3 months, and now has issued a sworn statement in application to strike out the complaint of the claimant.
9	Malaita Province	Bridges	M	N/A	Koa Bridge	11/04/2024	1 - Affected Person & 2 - on behalf of other APs	1 - Letter	Koa Bridge	2-Land access 3-Compensation	3-Contractor	The affected person(James A Ailamoa) claimed that current Laydown area at Koa Bridge construction site is within the boundary of their purchased land. He refuted the 15m boundary as the Right of Way as indicated by MD. The AP put in claim for compensation for change of landscape and damages.	2	None	Unity Iogo	Contractor's Site Engineer/Safeguards	11/04/2024	Contractor's Site Engineer/Safeguards	11/04/2024	A joint visit by PST, SMEC, contractor an dthe Landowner to verify the site. From the Landowner, Mr Dickson, the land claimed is rightly belongs to his tribe. The said purchased land is further uphill of the northern side of Koa bridge.	A letter was drafted and signed by Dickson(Landowner representative) and forwarded to AP. As of 30/04/2024, no response from AP.		In progress. Still no response from AP.
10	Malaita Province	Bridges	M	N/A	Bio Bridge	11/06/2024	1 - Affected Persons	7- In person	Bio Bridge	2- Land access 3-Compensation	3-Contractor	The contractor was conducting a vegetation clearance at the Bio Bridge and on the 3 and 6 of June 2024. The members of the landowning tribe claimed that the site cleared is said to be within the peripheral of the Tabao site, and was not welcome by tribal leaders. As a result, a settlement claim of SBD5,000 was raised to the contractor. Tribal representatives are William Ramatoua, Ernest Lidi, Timothy Gani, Lonsdale Dani and Ulai Ngwi.	1	None	Unity Iogo	Contractor's Site Engineer/Safeguards	11/06/2024	Contractor's Site Engineer/Safeguards	11/06/2024	A follow up meeting was convened on the 14 June 2024, with reps from PST, SMEC, contractor and Bio C.A.C.	To justify the cost, a valuation was conducted by the officer from the Ministry of Forestry, concluded that the sum of $75,000 requested by the claimant is superfluous. The actual value of 17 x trees felled is SBD1,450.	On the 2nd August 2024, the contractor and Bio C.A.C met with the AP and explained the rational of the valuation report from the Forestry office. The claimant agreed with a negotiated price of SBD20,000 for the felled trees. An MOU was signed between contractor and AP.	Closed. 28/08/2024. The GRM was resolved and was witnessed by PST, SMEC and contractor.
2 7KM UNSEALED ROAD ON NORTH ROAD (FEDL)																								
1	Malaita Province	Road	M	Farmer	Fote Area	23/06/2023	1 - Affected Person	3 - Verbal Complaint	3 - Gwahaba	2 - Land Access and 4 - contractor	3 - Contractor	A claim regarding their relatives grave site located within the contractor laydown area.	3	None	Japhet Begnadi	Safeguards/OHS Officer	23/06/2023	Contractor's PM	23/06/2023	Contractor's Management met with the complainant and discuss the draft MOU, which the issue was discussed an undertanding between the parties are made. 23/06/23	Contractor's PM follow up with the complainant to discuss and agree on the MOU, ensuring that the issue is fully addressed. 14/07/23	Contractor's PM, met with the complainant, and signed the MOU and matter was resolved. 25/07/23	Closed on 23/07/2023: sign the MOU.
2	Malaita Province	Road	M	Security Guard	Fote area	10/07/2023	1 - Affected Person	3 - Verbal Complaint	3 - Fote	2 - Land Access	3 - Contractor	The claimant has verbally claiming ownership of the old Fote area.	2	None	Japhet Begnadi	Safeguards/OHS Officer	10/07/2023	Contractor's PM	10/07/2023	Contractor's Safeguards met with the claimant to further discuss the issue. And the contractor will prepare a consent agreement form for both parties to sign. 11/07/23	Contractor's team prepared a draft consent agreement form and discuss with claimant. 25/07/23	Contractors team met with the claimant and sign the agreement consent form. 11/08/23	Closed on 11/08/2023: Consent agreement form signed.
3	Malaita Province	Road	M	Farmer	Boundary of Gwahaba quarry site.	10/07/2023	1 - Affected Person	3 - Verbal Complaint	3 - Boundary to Gwahaba quary site	2 - Land Access - quaty	3 - Contractor	Disputing party claimed the land boundary of Gwahaba quary site is owned by their tribe.	1	None	Japhet Begnadi	Safeguards/OHS Officer	10/07/2023	Safeguards/OHS Officer	15/07/2023	Contractor's Safeguard Officer met with the Complaints to discuss the issue. 18/07/23	Contractors Safeguards Officer met with landowners/resource owner (which the contractor made agreement with) and the showed his LR papers. 30/8/23	Contractor met with the claimant, and discuss the legal papers that the defendant have. The claim appeared to be false due to the complainants not having any legal papers showing ownership. 10/08/23	Closed off 10/08/2023
4	Malaita Province	Road	M M M M	N/A	Claimed Gwahaba land is their land.	13/07/2023	1 - Affected Persons	1 - Letter & 3 - verbal complaint	3 - Gwahaba camp site.	2 - Land Access	3 - Contractor	Claimed Gwahaba camp site is their land.	3	None	Japhet Begnadi	Safeguards/OHS Officer	13/07/2023	Safeguards/OHS Officer	13/07/2023	Contractor's PM is following up with the issue with the claimant. 15/07/23	Contractor's PM is negotiating with the complainants to settle the issue. 25/07/23	Follow up discussion between the contractor's team and the complainants, the representative accepted the contractor's apologies and settle the issue. The claimant has given the consent to the contractor to use the land for their camp and laydown site. 31/08/23	Closed on 31/08/2023
5	Malaita Province	Road	F	Unemployed	Airahu village	03/08/2023	1 - Affected Person	3 - Verbal Complaint	1 - Airahu village	7 - Others: Property (Tara Plant)	3 - Contractor	Claimed that the vegetation team cut out her taro.	1	None	Japhet Begnadi	Safeguards/OHS Officer	03/08/2023	Safeguards/OHS Officer	10/08/2023	Contractor's Safeguards/OHS officer along with a CACC member discussed with the owner about the road carriage way/corridor and that the plant is within the road reserve/corridor and withdraw her complain. 11/08/23			Closed on 11/08/2023
6	Malaita Province	Road	M	Unemployed	Rongoakwa	04/08/2023	1 - Affected Person	3 - Verbal Complaint	1 - Rongoakwa Village	2 - Land Access	3 - Contractor	A third party claimed that the quary site (Area) is within the boundary/land that they bought.	2	None	Japhet Begnadi	Safeguards/OHS Officer	04/08/2023	Safeguards/OHS Officer	04/08/2023	Contractor's Safeguards/OHS officer met with the complaints to further discussed the issue. 10/08/23	Contractor's Team is still following up on this issue 15/08/23.	The issue is still pending between the two parties. The contractor try to negotiate between the two parties, but they are not reconciling to each other. The contractor also made it clear, that since the site is under dispute, they will move out of the quary. Both parties agreed for the contractor to stop extracting and move to another quary since the two parties have the conflict over the boundaries. 16/08/23	Closed 16/08/23
7	Malaita Province	Road	M	Business Owner - Fuel Depo	Buma Heights	21/08/2023	1 - Affected Person	3 - Verbal Complaint	1 - Buma Heights Village	7 - Others: Fuel	3 - Contractor	An contractor employee owed a gallon of petrol from a community member but failed to notify the company. The owner then raised this matter to the Contractor, requesting the sum of $70 dollars.	2	None	Japhet Begnadi	Safeguards/OHS Officer	21/08/2023	Safeguards/OHS Officer	26/08/2023	Contractor's Safeguards/OHS officer met with the complaints to further discussed the issue. 26/08/23	Contractor met with the officer responsible for owing the fuel and confirmed the issue. 26/8/23		Closed on 25/09/2023: Contractor's team payed the sum of $70 for the fuel (petrol). 15/09/23
8	Malaita Province	Road	M	Unemployed	Gwahaba	02/09/2023	1 - Affected Person	3 - Verbal Complaint	3 - Gwahaba	7 - Others: Personal disagreements	3 - Contractor	A complainde received from a community member about two of contractor's worker, claiming that they were only hired just because they're related to a resource owner. He requested that the Contractor terminates their contract.	1	None	Thompson Aebaba	Camp manager	02/09/2023	Safeguards/OHS Officer	02/09/2023	Thompson discussed with the Contractor's Safeguards about the issue. 29/09/23	Contractors Safeguards and CLO followed up with the issue and had a separate discussion with the complainant, and the resource owner. 30/9/23	Contractor's Safeguards and CLO followed up with the issue and had a separate discussion with the two employees. Contractor's internal discussion on this issue, and relay the outcome of the meeting with the two workers. The two workers agreed. The two workers were laid off as it was true that they were hired through the agreement of the resource owner. 5/10/23	Closed on 5/10/2023
9	Malaita Province	Road	M	Farmer	Gwaliki	18/09/2023	1 - Affected Persons	3 - Verbal Complaint	2 - Culvert/Bridge Gwaliki	7- Others (Water Source)	3 - Contractor	They both complained about contractor's water truck refilling water at the Gwaliki culvert/bridge located beside their land.	3	None	Simon Umai	CLO	18/09/2023	Safeguards/OHS and CLO Officer	18/09/2023	Contractor's CLO discussed with resource owners about the issue. 18/09/23	The resource agreed to an MOU. The Contractor draft an MOU and discus the draft with the complainant. 18/09/23	MOU signed between the owners and Contractor's CLO. 18/09/23	Closed on 18/09/2023
10	Malaita Province	Road	M	Farmer	Koa village	19/09/2023	1 - Affected Person	3 - Verbal Complaint	2 - Koa stream	7- Others (Water Source)	3 - Contractor	They both complained about contractor's water truck refilling water at the Koa stream.	3	None	Simon Umai	CLO	19/09/2023	Safeguards/OHS and CLO Officer	19/09/2023	Contractor's CLO discussed with resource owners about the issue. 19/10/23	The resource agreed to an MOU. The Contractor draft an MOU and discus the draft with the complainant. 19/09/23	MOU signed between the owners and Contractor's CLO. 19/09/23	Closed on 19/09/2023
11	Malaita Province	Road	M	Unemployed	Dala North	06/11/2023	1 - Affected Person	3 - Verbal Complaint	2 - Dala North	5 - Construction/ 3 - Compensation	3 - Contractor	Claimed that the contractor have damaged their property (trees) which was beyond the 15m and demanded $20,000 as a compensation.	1	None	Japhet Begnadi	Safeguards/OHS Officer	06/11/2023	Safeguards/OHS and CLO Officer	06/11/2023	Contractor's CLO and Safeguards team discussed with resource owners about the issue. 6/11/23	Contractor agreed to employ the property owners and an MOU will be drafted and give it to the complainant. 10/11/23	Contractor's safeguards discuss with the complainant on the draft MOU and sign. 14/11/23	Closed on 14/11/2023
12	Malaita Province	Road	F	Housewife	Dala South	01/12/2023	1 - Affected Person	3 - Verbal Complaint	2 - Dala South culvert	5 - Construction	5 - All of the above	She complained that the culvert outlet at Dala South caused water to overflow into their resident/area.	2	None	Japhet Begnadi	Safeguards/OHS Officer	01/12/2023	Safeguards/OHS and CLO Officer	04/12/2023	Contractor's CLO and Safeguards team discussed with their engineers and raised the matter to the SE & PST. A joint visit and assessment of the site is proposed. 4/12/23	SC Safeguards follow up with the site engineer and contractor, and proposed to clean out the culvert and dig a pit for the culvert. 20/01/24	Culvert was already cleared and yet to dig the pit as proposed. The SC site engineer is following up with the contractor on this, and mentioned that, this activity needs to be addressed before 28/04/24. 15/04/24	After cleaning the culvert, it was noticed that, even the pit would still have the water going into the village. Therefore, it was agreed by the contractor and SC to close the culvert and directed the water into the next closest culvert, where there are no houses or villages. This is closed on 15/04/24
13	Malaita Province	Road	M	Farmer	Dala North	01/12/2023	1 - Affected Person	3 - Verbal Complaint	2 - Dala North	5 - Construction	5 - All of the above	He complained that the drainage outlet at Dala North, before the Fasim market hill, had caused water to overflow into their garden area.	2	None	Japhet Begnadi	Safeguards/OHS Officer	01/12/2023	Safeguards/OHS and CLO Officer	05/12/2023	Contractor's CLO and Safeguards team discussed with their engineers and raised the matter to the SE & PST. A joint visit and assessment of the site is proposed. 5/12/23	SC site engineer and contractor had agreed to redirect the drain outlet with a drain, leading the water into the next closet culvert further from the gardens. 15/04/24		Closed off 10/08/2023
14	Malaita Province	Road	M	Unemployed	Gwounatu	02/01/2024	1 - Affected Person	3 - Verbal Complaint	3 - Gwounatu	7 - Aggregates (Sand)	3 - Contractor	Paul and John claims that they're the owners of the resource (sand) that the contractor is currently collecting at Gwounatu and demanded compensation.	1	None	Japhet Begnadi	Safeguards/OHS & CLO Officer	02/01/2024	Safeguards/OHS and CLO Officer	02/01/2024	Contractor's Safeguards and CLO met with the party to discuss the issue on the sand. 4/01/24	The safeguards team (contractor) meet the parties and agreed to a reasonable settlement. 8/02/24		Closed on 8/02/2024
15	Malaita Province	Road	M	CAC chairman	Anomose	16/01/2024	1 - Affected Person	3 - Verbal Complaint	3 - Anomose	7 - Gravel	3 - Contractor	He claimed that the gravels from Anomose quary stockpiled at Koa and Rongoakwa did not follow their initial agreement.	2	None	Japhet Begnadi	Safeguards/OHS & CLO Officer	16/01/2024	Safeguards/OHS and CLO Officer	16/01/2024	The Contractors safeguards team and CLO had a meeting with the quary owners and team at Dala Community to which all parties reached a fair agreement between all parties. 8/02/24			Closed on 8/02/2024
16	Malaita Province	Road	M	CAC chairman	Dala South	10/02/2024	2 - On behalf of the AP	3 - Verbal Complaint	2 - Dala South	7 - Other Property Damage	3 - Contractor	He complained that the power line beside the road at Dala South were damaged by the contractor road team during clearance.	1	Previous complaint/grm about gravel.	Japhet Begnadi	Safeguards/OHS & CLO Officer	10/02/2024	Safeguards/OHS and CLO Officer	19/02/2024	The team have investigated the matter and met with the complainants. 19/02/24	The team is still working on a resolution.	With the assistance from PST CLO, the Solomon Power Officers, has done their assessment on how much material needed to fix the damage. The SC and Contractor are still waiting for the certified Solomon Power consultant to submit his fee and the cost of the material for review and approval. 12/04/24	To be actioned before 28/04/24
17	Malaita Province	Road	M	Unemployed	Karol	23/02/2024	1 - Affected Person	3 - Verbal Complaint	2 - Karol	3 - Compensation	3 - Contractor	Requests that the contractor compensate him for using his market stall to store materials/foods.	1	None	Japhet Begnadi	Safeguards/OHS & CLO Officer	23/02/2024	Safeguards/OHS and CLO Officer	23/02/2024	Contractor's team wasn't awale of the workers using the stall and negotiated for a reasonable amount. The owner of the market stall agreed with the amount that The contractor is willing to pay. 25/02/24			Closed on 23/02/2024
18	Malaita Province	Road	N/A	N/A	Dala North Cons	24/02/2024	4 - Civil Org	3 - Verbal Complaint	2 - Dala North	7 - Other - Property Damage	3 - Contractor	The community members claim that the excavator had damaged their water pipe at the drainage outlet below the Fasim market hill.	3	None	Japhet Begnadi	Safeguards/OHS & CLO Officer	24/02/2024	Safeguards/OHS and CLO Officer	24/02/2024	Contractor's team have investigated the matter and met with the compainants. The contractor agreed to reconnect the broken pipe. The contractor reconnected the broken pipe light after the meeting. 24/02/24			Closed on 23/02/2024
3 29KM UNSEALED ROAD ON EAST ROAD (TECL)																								
1	Malaita Province	Road	M	Truck driver	Falake	18/10/2023	1 - Affected Person	3 - Verbal Complaint	3 - Falake	4 - Contractor	3 - Contractor	The dump truck operator complained about a cut in his salary.	1	None	Thomas Fox	CLO	18/10/2023	CLO and Safeguards Officer	18/10/2023	Contractor's CLO and Safeguards team raised this to the project manger. 18/10/23	Contractor's CLO and Safeguards team meet with the affected person and discuss the issue. The safeguards team will get back to her once they recived a response from the contractor's admin. 23/10/23		Closed on 23/10/2023
2	Malaita Province	Road	F	House wife	Anomose	23/10/2023	1 - Affected Person	3 - Verbal Complaint	3 - Anomose	5 - Construction/ 3 - Compensation	3 - Contractor	Complain received from the person that has her garden cleared (eastern part of the laydown area).	3	None	Thomas Fox	CLO	23/10/2023	CLO and Safeguards Officer	23/10/2023	Contractor's CLO and Safeguards team meet with the affected person and discuss the issue. The safeguards team will get back to her once they recived a response from the contractor's admin. 23/10/23	A compensation of $400 was paid to the affected person. And She was happy. 23/10/24		Closed on 23/10/2024
3	Malaita Province	Road	M	Security	Anomose	03/11/2023	1 - Affected Person	3 - Verbal Complaint	3 - Anomose	7 - Others (Salary)	3 - Contractor	He complained that he didn't get paid on the 3/11/23 thus threatened to remove the security house since he's one of the landowning parties of the site.	3	None	Thomas Fox	CLO	03/11/2023	CLO and Safeguards Officer	03/11/2023	The Admin and Finance team raised this to management. 3/11/23	Contractor's PM assured the worker that he will be paid in the next fortnight. 3/11/23.		Closed on 17/11/2023
4	Malaita Province	Road	M	Temp security	Apolo village	04/11/2023	1 - Affected Person	3 - Verbal Complaint	1 - Apolo village	5 - Construction/ 3 - Compensation	3 - Contractor	He complained about not receiving the outstanding payments of looking after the constructors machines nearhis resident.	3	None	Thomas Fox	CLO	04/11/2023	CLO and Safeguards Officer	04/11/2023	Contractor's CLO and Safeguards team raised this to the project manger. The CLO and Safeguards team meet with the affected person with the response received from the management team. 4/11/23	The Contractor paid the outstanding on 17/11/23		Closed on 17/11/2023
5	Malaita Province	Road	M	Chief	Falake	07/11/2023	1 - Affected Person	3 - Verbal Complaint	3 - Falake	5 - Construction	3 - Contractor	He complained about the closeness of the fencing adjacent to their/local church and wants the fence moved 3m back within the camp site.	1	None	Thomas Fox	CLO	07/11/2023	CLO and Safeguards Officer	07/11/2023	The contractor's CLO and Safeguards team raised this to the project manger and have agreed to move the fence. 7/11/23	The contractor's team on site addressed the issue. They have adjusted the fencing to where it was proposed by the chief. 8/11/23		Closed on 8/11/2023
6	Malaita Province	Road	M	Dump truck driver	Falake	29/11/2023	1 - Affected Person	3 - Verbal Complaint	3 - Falake	7 - Others (Salary)	3 - Contractor	Dump truck operator complained that he was underpaid. 29.11.23.	2	None	Thomas Fox	CLO	29/11/2023	CLO and Safeguards Officer	29/11/2023	The contractor's CLO and Safeguards team raised this to the project manger and admin officer. 29/11/23.	The PM and Admin Officer agreed with the complaint and used the Petty Cash to pay the outstanding amount. 1/12/23		Closed on 1/12/2023
7	Malaita Province	Road	M	C.A.C chairman for TECL	Anomose quary	08/12/2023	1 - Affected Person	3 - Verbal Complaint	3 - Anomose Quary	3 - Compensation	3 - Contractor	A community elder demanded the company to pay a total amount of $30,000 as a compensation claim for the extraction of 50 loads of gravel in the month of Oct for the emergency works.	1	Previous grm/claim with ETDL	Thomas Fox	CLO	08/12/2023	CLO and Safeguards Officer	08/12/2023	The contractor has raised the issue with the project manager and office admin. 8/12/23	The contractor has an internal discussion and agree to negotiate an amount to pay the gravel loads. 20/01/24	The contractor's CLO and safeguards meet with the claimant and discuss the outcome of the office meeting. The price that was agreed upon was through negotiations, and both parties have reached an agreement on an amount. Closed of report signed of by the Contractor's PM and SC. 26/3/24	Closed on 26/3/2024
8	Malaita Province	Road	M	Unemployed	Falake	10/12/2023	1 - Affected Person	3 - Verbal Complaint	3 - Falake	3 - Compensation	3 - Contractor	A community member demanded a compensation payment from of the workers who had extramarital affair with his younger sister.	3	None	Thomas Fox	CLO	10/12/2023	CLO and Safeguards Officer	10/12/2023	The contractor's CLO and Safeguards team raised this to the project manger and office admin. Internal discussion was held, the contractor agreed to pay the compensation, and the worker is terminated from work. Since he breached the Code of conduct. 10/12/23	The contractor met with the individual and discuss with him, that his action has terminated him from work and that has breached the code of conduct. And also, for the safety of everyone. 11/12/23	The contractor met with the affected party and to inform him that the contractor will pay the compensation and the worker was terminated from work. Closed of report signed of by the contractor's PM and SC 12/12/2023	Closed on 26/3/2024
9	Malaita Province	Road	M	Dump truck driver	Falake	11/03/2024	1 - Affected Person	3 - Verbal Complaint	3 - Falake	7 - Others (Salary)	3 - Contractor	Another worker complained about his dissatisfaction regarding his salary. His salary is lower than the other worker which they do the same roles.	1	None	Thomas Fox	CLO	11/03/2024	CLO and Safeguards Officer	11/03/2024	The contractor's CLO and Safeguards team raised this with the project manager and office admin. 11/03/24	The team negotiated for an understanding for pay adjustment. And was agreed by the management to pay both with same amount. 21/3/24	Management meet with the complainant and discuss with him the outcome of the management. The closed off report was signed by the Contractor's PM and SC. 26/03/24	Closed on 26/3/2024
10	Malaita Province	Road	M	Church representative	Dala South	06/09/2024	1 - Affected Person	3 - Verbal Complaint	3 - Dala South	2 - Land Access	3- Contractor	A church representative of Dala South raised a complaint after the contractor failed to respond to the draft MOU between the church council and the contractor to the landing site at Dala South.	3	None	Thomas Fox	CLO	06/09/2024	CLO and Safeguards Officer	06/09/2024	The contractor's CLO raised this issue to the project manager and explained the nature of the complained and the compensation demanded additional compensation for the damaged seawall of the landing site, addin to the agreed amount. 06/09/2024.	The contractor negotiated with church representative and to find an amicable solution to the complaint.	The church representative accepted the outcome of the meeting and agreed to the compensation amount initially stated in the signed MOU.	Closed on 21/10/2024
11	Malaita Province	Road	M	Tribal Representative		16/09/2024	1 - Affected Person	1 - Letter	1- village	2 - Land Access	3 - Contractor	A Tribal Representative enquire on the quarry extraction at Agwaloanaogi, approximately 19km of East Road TECL, working on.	2	None	PST	NISO	16/09/2024	CLO and Safeguards Officer	16/09/2024	The AP was advised by PST Honiara to draft a formal letter of complaint. The AP returned with a formal letter on the 18/09/2024, with his claimed of $100,000 stated in the letter and signed by 3 x Tribal Reps: George Tabuku, Nickson Luwinani and Harold Ray.	The Grievance was sent back to the contractor at site on the 18/09/2024 for follow up actions.	The contractor liaised with CAC and discussed with one of the AP representative on the 28/09/2024 to sort out the issue. Still no feedback from AP representative. The AP with the tribal representatives agreed to closed out the grievance and resolved amongst themselves. A signed letter dated 5/11/2024 received from AP received by PST on the 14/11/2024.	Closed out 5/11/2024.
4 MUNDA TERMINAL (CCECC)																								
1	Western Province	Airport - Terminal	M	Local Contractor Worker	Munda	01/12/2022	1 - Affected Person	3 - Verbal Complaint	2 - Construction Site	7 - Other - Incident	3 - Contractor	A local worker fell from a scaffold and injured his ankle.	3	None	Hilda Poloso	Jnr Safeguards for SC	01/12/2022	Contractor's QHSE Manager	01/12/2022	Supervision Consultant called the QHSE Manager requesting an investigation and report on the incident. 1/12/2022	Follow up on email was made on 5/12/22. The injured worker was taken to the clinic for a medical check up on 30/ec/22 and Doctor's report confirmed that he was in good condition. It was only a tight muscle strain in his ankle and will recover in the next few days, but needs few days of rest.	Contractor transport the injured person to clinic for review on 7Dec22. He can walk again and can commence walk	The occurrence of this safety incident has discussed the high attention of the contractor. The contractor will continue to conduct safety training for employees. The contractor to check and ensure that the scaffold have rails to prevent falling. At the same time, the contractor will also, strengthen the site safety management, stop site violations in a timely manner, adhere to the goal of zero accidents of the project site, and enable the project to be completed safely and smoothly.	
2	Western Province	Airport - Terminal	M	Local Contractor Worker	Munda	17/01/2023	1 - Affected Person	3 - Verbal Complaint	2 - Construction Site	4 - Contractor	3 - Contractor	The grievance received from Local workers is about their fortnight payment which they received and noticed that the pay rate during the weekends is the same as the weekday pays rate. Also, concerned if there is a danger allowance for working at a height	3	None	Hilda Poloso	Jnr Safeguards for SC	17/01/2023	Contractor's CLO/ Procurement Manager	17/01/2023	The Contractor's CLO/Procurement (Alex Lin) immediately arranged a Tool Box Meeting with all local workers and explained in response to their grievance regarding their grievances pertinent to overtime pay, holiday pay, etc. by giving brief explanations and clear discussions until they (workers) fully understand and agreed. 17/01/2023			Closed on 17/01/2023 with the tool box meeting explaining to the workers on the rates for weekdays and weekends.
3	Western Province	Airport - Terminal	F	Supervision Consultant Officer	Munda	24/01/2023	1 - Affected Person	3 - Verbal Complaint	3 - Contractor's Camp	4 - Contractor	3 - Contractor	Grievance towards the attitude of the Contractor's Manager during Weekly Inspection. His behavior aggressive is attempting to hinder the Supervision Consultant's Officer from carrying out her work.	3	None	Kev-Langford	Resident Engineer	24/01/2023	Resident Engineer	24/01/2023	Nothing was done, after the report, therefore the complaint was raised with SIRAP NSS on 25/01/23 via a phone call	NSS immediately call the Contractor who is involved in the issued, and discuss with him. That his action is not acceptable and cannot be tolerated in such work place. He agreed and stated that it will be happen again. NSS PST call the officer involve to tell her, that the contractor personnel is aware that his action will not be tolerated, and that it will never happen again. 25/01/23			Closed on 25/01/23. NSS calling both parties involve and the case was closed
4	Western Province	Airport - Terminal	M	Anonymous	Munda	10/03/2023	2- Concerned Elder	3 - Verbal Complaint	1 - Village	4 - Contractor	3 - Contractor	The contractor is extracting sand from Kelesha. And seeking advice if the contractor is extracting for the works in Munda and if the activity is legal.	3	None	Kev-Langford	Resident Engineer	10/03/2023	Resident Engineer	10/03/2023	Resident Engineer and team visited the site and met with

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX	AY	AZ	BA
64	8	Western Province	Airport - Terminal		M	Local Contractor Worker		Munda	27/09/2023	1 - Affected Person				1 - Letter			2 - Construction Site		3 - Compensation		3 - Contractor	Local workes obtained a letter from the Labour Division in Noro regarding their grievance of non-payment for redundancy payment to the contractor on 25/09/2023						3		None		Hilda Poloso	Jnr Safeguards for SC	27/09/2023	Procurement Manager	27/09/2023	27/09/2023 (1:12 pm) Contractor organized a meeting with the local boss of the Contractor's conference room. SC team reps sat in the meeting to discus the redundancy letter received from the Labour Division CLO.			Another meeting was organized by Supervisor Consultant on 2/10/2023 (11 pm) which had the Labour Division CLO sit to further clarify the redundancy law to both local employees and the Contractor's Procurement Manager. At the end of this meeting, the Labour Division Officer discussed the Labour Act to the Contractor Procurement Manager to verify the claims and requirements for the Contractor to follow.			On 6/10/2023 The Contractor's Procurement Manager sent the Labour Officer the list batch of redundancy calculation and annual leave payment and on the same day, Labour Division Officer confirmed the IR Redundancy Calculation. On 12/10/2023 Contractor with the assistance of SC Safeguards, paid the redundancy and annual leave payment to the confirmed list batch of workers approved by Labour Division Officer.			Closed on 12/10/2023 with payments done to the local workers				
65	**MUNDA RUNWAY, APRON & TAXIWAY (CNRC)**																																																				
66	1	Western Province	Airport - Runway		M			Ziata, Noro	21/12/2022	1 - Affected Person				3 - Verbal Complaint			1 - Ziata Village		4 - Contactor - Vehicle Incident		3 - Contractor	This is an incident with a Contractor's Tipper truck whose driver was under the influence of alcohol. As a result, causing damage to the corner of the a residential building and slight injury to the son (15yrs Old) of the owner of the house.						3		None		James Nanone	SC Site Engineer	21/12/2022	Contractor's HSE Manager	21/12/2022	Contractor's HSEM 22/12/2022 wrote a warning letter to the driver, prohibiting him from driving. Contractor strengthens safety education and reiterated that the Contractor will strictly prohibits drunk driving	Contractor's Equipment Manager, 22/12/2023 encrypted the frequency of alcohol testings for drivers.					The driver was responsible for compensating the damage and the family . Both parties agree with the decision.				
67	2	Western Province	Airport - Runway		M			Lokulaku Village	24/03/2023	1 - Affected Person				1 - Letter			1 - Lokulaku Village		5 - Construction		3 - Contractor	A complaint letter to the Contractor regarding the dust pollution from the asphalt machine and The health danger of the chemical that has been blown by the wind from the machine. The air pollution affects their health and environment. They are facing trouble breathing fresh air and drinking fresh water.						3		None		Arnold Clive	Contractor's Environmental and Social Safeguards Officer	25/03/2023	Contractor's HSE Manager	25/03/2023	Contractor's HSEM and Contractor's Equipment Manager, conducted a regular water spraying on 25/03/2023. Initially, the Contractor's HSEM and the management installed a dust collection box at the outlet of the asphalt plant during installation of the asphalt on 24/01/22. And also, a dust trap has been set up on the perimeter fence south of the asphalt plant.	On 10/05/2023, Contractor's safeguards, SC, and SIRAP-PST NSS held a community engagement in respond to the impact of the asphalt plant air pollution.					Contractor and the affected members of the Lokulaku community (5 households) agreed to be compensated with a monthly supply of 2 packs of face masks and 2 cartons of mineral water for three months.				
68	3	Western Province	Airport - Runway		M			Lokulaku Village	24/03/2024	1 - Affected Person				1 - Letter			1 - Lokulaku Village		5 - Construction		3 - Contractor	A complaint letter to the Contractor about the dust pollution done to their roof catchment for rainwater, their utensils, bedding, as well as their health has been affected. Due to their houses being openly built for air circulation, perhaps not safe to freely live in.						3		None		Arnold Clive	Contractor's Environmental and Social Safeguards Officer	25/03/2023	Contractor's HSE Manager	25/03/2023	Contractor's HSEM and Contractor's Equipment Manager, conducted a regular water spraying on 25/03/2023. Initially, the Contractor's HSEM and the management installed a dust collection box at the outlet of the asphalt plant during installation of the asphalt on 24/01/22. And also, a dust trap has been set up on the perimeter fence south of the asphalt plant.	On 10/05/2023, Contractor's safeguards, SC, and SIRAP-PST NSS held a community engagement in respond to the impact of the asphalt plant air pollution.					Contractor and the affected members of the Lokulaku community (5 households) agreed to be compensated with a monthly supply of 2 packs of face masks and 2 cartons of mineral water for three months. For a member of the community with long term asthma, was agreed to get 2 inhalers per month from the hospital.				
69	4	Western Province	Airport - Runway		M	Anonymous		Lokulaku Village	31/03/2023	1 - Affected Person				1 - Letter			1 - Munda		4 - Contractor (Employment)		3 - Contractor	The local workers for the Contractor wrote to the Supervision Consultant anonymously. The letter contained the following point: 1. They are not provided with proper and safe PPE, such as safety shoes, eyewear, earmuffs, etc. It is the contractor's responsibility to provide for workers and for safety reasons, there were risks and hazards in the worksite which posed danger for the workers, especially their health. (2) They are not provided with lunch in the afternoon, so they must return home for lunch. This needs to be taken seriously as they need to eat healthy for more energy to perform their required jobs. (3)No Pay slips were provided. For transparency purposes, this should be issued as they (employees) need to know their rate of wages as it is their right to access such information.						3		None		Hilda Poloso	Jnr SC Safeguards Officer	31/03/2023	Contractor's HSE Manager	31/03/2023	Contractor's HSEM and the Contractor's management taken this seriously and provided lunch for the workers and dinner for night securities	Contractor's HSEM and the Contractor management provided lunch for the workers and dinner for night securities. 31/03/23			Contractor's HSEM and the Contractor's management ensure that pay slip records are issued to workers during their salary payment. 31/03/23			The contractor provided their workers with lunch, PPE and pay slips are issued to each workers.				
70	5	Western Province	Airport - Runway		M	United Church, Secretary General		Kokogolio Community	21/04/2023	3 - Local Church				6 - Email			1 - Munda		5 - Construction		3 - Contractor	The unceasing and combustive activity produced by your plant, (night and day) continues to pollute the environment physically and adversely resulting in some community members of the Lokulaku settlement being hospitalized.						3		None		Mr. David Lee	CHEC Business Manager	20/04/2023	Contractor's HSE Manager	21/04/2023	Contractors HSEM and Contractor's Equipment Manager, 25/03/2023 conducted regular water sprazing.	Contractor's HSEM 24/01/2022 and the management installed a dust collection box at the outlet of the asphalt plant. And also, a dust trap has been set up on the perimeter fence south of the asphalt plant.			On 10/05/2023, Contractor's safeguards, SC, and SIRAPT-PST NSS held a community engagement in respond to the impact of the asphalt plant air pollution.			Contractor and the affected members of the Lokulaku community (5 households) agreed to be compensated with a monthly supply of 2 packs of face masks and 2 cartons of mineral water for three months. For a member of the community with long term asthma, was agreed to get 2 inhalers per month from the hospital.				
71	6	Western Province	Airport - Runway		M	Local Worker		Munda	26/04/2023	1 - Affected Person				3 - Verbal Complaint			1 - Munda		4 - Contractor (Employment)		3 - Contractor	The local workers who used to work for the contractor came to the SC's Office in Munda to raise their concern of being dismissed from work without verbal/written warning and reasons.						3		None		Hilda Poloso	Jnr SC Safeguards Officer	26/04/2023	Contractor's HSE Manager	26/04/2023	Contractor's HSEM and Environmental Supervisor on 26/04/2023- 27/05/2023 contacted the recently dismissed workers individually and explained to them that the Contractor did not fire them and that the Contractor only issue dismissal letter if they are planned to be fired. For their case, they are on temporary leave because the workload on culvert is minimal. Thus, when the amount of work is sufficient during the second phase, they will return to work.						If maybe due to language barrier that cause some local workers to misunderstand Contractor's approach. Fortunately, after explaining the reason for their dismissal, there was a positive response.				
72	7	Western Province	Airport - Runway		M	Customary Landowner		Munda	26/04/2024	1 - Affected Person				1 - Letter			1 - Munda		2 - Land Access		5 - All of the above	Discharge of wastewater from the airport terminal building gutttering through its compound and into his private land without installing proper drainage. Including dumping all sorts of pollution (organic & non-organic) into my coconut groves. Therefore, he is claiming compensation of $30,000 for the pollution that has already happened to my land, plus a monthly charge of $5,000 until you install proper drainage affecting my land. Environmental damages already done which is equivalent to $30000 plus a monthly charge of $5000.						1		None		Hilda Poloso	Jnr SC Safeguards Officer	26/06/2023	PST SIRAP NSS	29/06/2023	SIRAP PST NSS on 28/06/2023 organised a meeting the affected person and have agreed to forward his letter to the MCA-PS.	MCA Engineer and Ministry of Lands Valuer General (28/07/2023) with SIRAP-PST NSS and SC had a meeting the landowner and their family to look at options to lease their land for the drainage.						Still Progressing with MCA and MLHS				
73	8	Western Province	Airport - Runway		M	Customary Landowner		Munda	01/08/2023	1 - Affected Person				1 - Letter			1- Munda		2 - Land Access		5 - All of the above	He came to the SC's office on the 31/07/2023 to lodge his complain and the next day (1/08/2023) submitted his letter of complain demanding compensation for the spillage of oil into his land. The cause of incident, tack coat sprayed on the existing chip seal surface had been firmly bonded. However, there was a sudden heaven rain that night washing the sludge of tack coat from the apron surface which entered the drainage ditch into the settling tank. Signs of tack coat sludge and oil residue was seen outside of the tank within work boundary which was collected early the next day.						3		Yes, related to the same area.		Hilda Poloso	Jnr SMEC Safeguards Officer	31/07/2023	Contractor's HSE Manager	31/07/2023	Contractor's team on 31/07/2023 manually clean up the little oil residue left in the drain.	Contractor's team on 31/07/2023 used oil absorbing cloth to clean the soil seperation tank. They re-fix the siltation/oil trap at the end of the settling tank.			Contractor's team on 31/07/2023 during the follow up construction , arrange on-duty personnel to be at the site, so as to observe the rising water in time for quick response in case of rain again. Contractor's Team yet to organise a consultation or written letter to the complainant about their response to his complain			Contractor's Team responded and actioned accordingly. But the complainant still not satisfy, since his request for the compensation and rental of the land where the drain is located				
74	9	Western Province	Airport - Runway		M	Customary Landowner		Munda	20/06/2023	1 - Affected Person				1 - Letter			1 - Munda		2 - Land Access		4 - MCA	He sent a letter containing a compensation claim for the encroachment of Munda Airport Perimeter fence into customary land at Kanoko Village, Munda						2		Yes, related to the same area.		Hilda Poloso	Jnr SC Safeguards Officer	20/06/2023	PST SIRAP NSS	28/06/2023	SIRAP PST NSS on 28/06/2023 organised a meeting the affected person and have agreed to forward his letter to the MCA-PS.						Same case raised above with the contractor for the terminal. So currently still in progress, with MCA and MLHS to address the land access issue.				
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