SIRAP2 GRM REGISTRY

A. General Information			B. Complainant					C. Complaint Details					D. Details of the Person who received the Complaint			E. Details of who will be responsible to deal with the complaint		F. Actions taken by the Receiving Office			G. Classifications - Complaint or Grievance		
No	1. Province	2. Infrastructure Type (Road, Airport or Bridges)	3. Gender (Male or Female	4. Occupation	5. Location Address	6. Received Date	7. Type of Complainant: [1] Affected Person(s); [2] Intermediary (onbehalf of the AP); [3] Civil Organization (Church or small groups); [4] Service Organization (Local Govmt 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 Complaint/Grievance: [1] Trespass; [2] Land Access; [3] Compensation; [4] Contractor; [5] Construction; [6] Resettlement Site; [7] Others, Specify	11. Issue related to [1] Contractor, [2] DLC, [3] PSI [4] MID/MCA	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;	13.1. Name	13.2. Position	13.3.Date	14.1. Position	14.2. Date forwarded to Focal Person	15.1. Action 1: Including the Date	15.2. Action 2: Including the Date	15.3. Action 3: Including the Date			17. Final Resolution
1	Guadalcacanal	Airport	Male	Worker	Honiara	19/08/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Requesting proper Security House	Allan Tonafalesa	CLO	20/08/2023	Contractor's HSE Manager	20/08/2024	Discussed with Safeguards supervisor, HSE Manager 21st September 2023	Discussed with Project Manager and Office Administrator on 22nd October 2023		Complaint		Informed complainant that a security hut will be constructed in October 2025.
2	Guadalcacanal	Airport	Male	Worker	Honiara	19/08/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Request changes to Lunch	Allan Tonafalesa	CLO	20/08/2023	Contractor's HSE Manager	20/08/2024	Discussed with Safeguards supervisor: HSE Manager on 21st September.	Discussed with Project Manager and Office Administrator		Complaint		By 1st October 2023, workers lunch changed.
3	Guadalcacanal	Airport	Male	Worker	Honiara	15/09/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request Wage on time	Allan Tonafalesa	CLO	15/09/2023	Contractor's Admin	15/09/2023	Discussed with Safeguards supervisor	Discussed with Project Manager and Office Administrator		Complaint		Resolved by 15th September 2024: Complainant and workers were informed that wages or salary will be paid 1-2 days after timecards are sorted due to time taken to calcualte hours of
4	Guadalcacanal	Airport	Male	Worker	Honiara	15/09/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request Wage on time	Allan Tonafalesa	CLO	15/09/2023	Contractor's Admin	15/09/2023	Discussed with Safeguards supervisor	Discussed with Project Manager and Office Administrator		Complaint		Resolved by 15th September 2024: Complainant and workers were informed that wages or salary will be paid 1-2 days after timecards are sorted due to time taken to calcualte hours of works.
5	Guadalcacanal	Airport	Male	Worker	Honiara	15/09/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request proper lunch	Allan Tonafalesa	CLO	15/09/2023	Contractor's HSE Manager & Contractor's Admin	15/09/2023	Discussed with Safeguards Supervisor on the same day.	Discussed with Administration Officer.		Complaint		Resolved in October 2023.
6	Guadalcacanal	Airport	Male	Worker	Honiara	15/09/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request Wage on time	Allan Tonafalesa	CLO	15/09/2023	CLO	15/09/2023	CLO discussed with HSE Manager and Admin	Discussed with Safeguards Supervisor	Discussed with Administration Officer	Complaint		Resolved by 15th September 2024: Complainant and workers were informed that wages or salary will be paid 1-2 days after
7	Guadalcacanal	Airport	Male	Worker	Honiara	15/09/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request change to lunch	Allan Tonafalesa	CLO	15/09/2023	Contractor's HSE Manager & Contractor's Admin	15/09/2023	CLO discussed with HSE Manager and Admin	Discussed with Safeguards Supervisor	Discussed with Administration Officer	Complaint		Resolved in October 2023.
8	Guadalcacanal	Airport	Male	Worker	Honiara	15/09/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request Wage on time	Allan Tonafalesa	CLO	15/09/2023	Contractor's HSE Manager & Contractor's Admin	15/09/2023	CLO discussed with HSE Manager and Admin	Discussed with Safeguards Supervisor	Discussed with Administration Officer	Complaint		Resolved by 15th September 2024: Complainant and workers were informed that wages or salary will be paid 1-2 days after timecards are sorted due to time taken to calcualte hours of works.
9	Guadalcacanal	Airport	Male	Worker	Honiara	15/09/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request food change	Allan Tonafalesa	CLO	15/09/2023	Contractor's HSE Manager & Contractor's Admin	15/09/2023	CLO discussed with HSE Manager and Admin	Discussed with Safeguards Supervisor	Discussed with Administration Officer	Complaint		Resolved in October 2023.
10	Guadalcacanal	Airport	Male	Worker	Honiara	15/09/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Complaint Wage delay	Allan Tonafalesa	CLO	15/09/2023	Contractor's HSE Manager & Contractor's Admin	15/09/2023	CLO discussed with HSE Manager and Admin	Discussed with Safeguards Supervisor	Discussed with Administration Officer	Complaint		Resolved by 15th September 2024: Complainant and workers were informed that wages or salary will be paid 1-2 days after timecards are sorted due to time taken to calcualte hours of works.
11	Guadalcacanal	Airport	Male	Worker	Honiara	15/09/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	complaint lunch	Allan Tonafalesa	CLO	15/09/2023	Contractor's HSE Manager & Contractor's Admin	15/09/2023	Discussed with CLO	Discussed with Safeguards Supervisor	Discussed with Administration Officer	Complaint		Resolved in October 2023.
12	Guadalcacanal	Airport	Male	Worker	Honiara	15/09/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	query operators rate	Allan Tonafalesa	CLO	15/09/2023	Contractor's HSE Manager & Contractor's Admin	15/09/2023	Discussed with CLO	Discussed with Safeguards Supervisor	Discussed with Administration Officer	Complaint		Complainant is informed that the rate is $10/hr and will increase after probation period.
13	Guadalcacanal	Airport	Male	Worker	Honiara	15/09/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	complaint pay delay	Allan Tonafalesa	CLO	15/09/2023	Contractor's HSE Manager & Contractor's Admin	15/09/2023	Discussed with CLO	Discussed with Safeguards Supervisor	Discussed with Supervisor	Complaint		Resolved by 15th September 2024: Complainant and workers were informed that wages or salary will be paid 1-2 days after timecards are sorted due to time taken to calcualte hours of works.
14	Guadalcacanal	Airport	Male	Worker	Honiara	15/09/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	complaint Excavator operator for careless behaviour	Allan Tonafalesa	CLO	15/09/2023	Contractor's HSE Manager & Contractor's Admin	15/09/2023	Discussed with CLO	Discussed with Safeguards Supervisor		Complaint		Tom Remind operator on safety of Workers.
15	Guadalcacanal	Airport	Male	Worker	Honiara	26/09/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Query timecard	Tom Jia	Contractor Safeguards Supervisor	26/09/2023	Contractor's HSE Manager & Contractor's Admin	26/09/2023	Discussed with Safeguards Supervisor	Discussed with Administration Officer.		Complaint		Resolved 2nd Oc tober 2023
16	Guadalcacanal	Airport	Male	Worker	Honiara	11/10/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Query employment contracts -3months worked	Tom Jia	Contractor Safeguards Supervisor	11/10/2023	Contractor's HSE Manager & Contractor's Admin	12/10/2023	Discussed with CLO	Discussed with Safeguards Supervisor	Discussed with Administration Officer	Complaint		Resolved on 30th October 2023
17	Guadalcacanal	Airport	Male	Worker	Honiara	11/10/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Query employment contracts -3months worked	Tom Jia	Contractor Safeguards Supervisor	11/10/2023	Contractor's HSE Manager & Contractor's Admin	12/10/2023	Discussed with CLO	Discussed with Safeguards Supervisor	Discussed with Administration Officer	Complaint		Resolved on 30th October 2024
18	Guadalcacanal	Airport	Male	Worker	Honiara	11/10/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Query employment contracts -3months worked	Tom Jia	Contractor Safeguards Supervisor	11/10/2023	Contractor's HSE Manager & Contractor's Admin	12/10/2023	Discussed with CLO	Discussed with Safeguards Supervisor	Discussed with Administration Officer	Complaint		Resolved on 30th October 2025
19	Guadalcacanal	Airport	Male	Worker	Honiara	31/10/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Query first Aid kit & health officer	Allan Tonafalesa	CLO	31/11/2023	CLO & Health and Safety Officer	31/10/2023	Discussed with CLO and OHS Officer			Complaint		Resolved on 31st October 2023
20	Guadalcacanal	Airport	Male	Worker	Honiara	07/11/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Issue with PPE replacement.	Allan Tonafalesa	CLO	08/11/2023	CLO & Health and Safety Officer	08/11/2023	Discussed with CLO & OHS Officer	Discussed with Safeguards Supervisor		Complaint		Resolved on 10th November 2023
21	Guadalcacanal	Airport	Male	Worker	Honiara	07/11/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	NPF Contributions and Salary Rates	Allan Tonafalesa	CLO	08/11/2023	Contractor's Admin	08/11/2023	Discussed with CLO	Discussed with Administration Officer.		Complaint		Resolved on 8th November 2023: CRCEG will pay all NPF contributions once workers documents are completed.
22	Guadalcacanal	Airport	Male	Worker	Honiara	07/11/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Request for rate increase after working for 3 months.	Allan Tonafalesa	CLO	08/11/2023	Contractor's Admin	08/11/2023	Discussed with CLO	Discussed with Administration Officer.		Complaint		Resolved on 8th November 2023: Rates change depends on supervisors evaluations and discretion.
23	Guadalcacanal	Airport	Male	Worker	Honiara	08/11/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Safety boots – not issued.	Allan Tonafalesa	CLO	08/11/2023	Health and Safety Officer and HSE Manager	08/11/2023	Discussed with CLO	Discussed with CLO and OHS Officer	Discussed with Safeguards Supervisor	Complaint		Resolved on 14th November 2023
24	Guadalcacanal	Airport	Male	Worker	Honiara	10/11/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Night shift – payment rates not fair.	Allan Tonafalesa	CLO	11/11/2023	Contractor's HSE Manager	11/11/2023	Discussed with CLO	Discussed with Safeguards Supervisor		Complaint		Resolve on 14th November 2023
25	Guadalcacanal	Airport	Male	Worker	Honiara	17/11/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Long working hours and outstanding pay.	Allan Tonafalesa	CLO	17/11/2023	CLO & Health and Safety Officer	17/11/2023	Discussed with CLO	Discussed with Safeguards Supervisor	Discussed with Administration Officer & Project Manager	Complaint		Resolved on 17th November 2023
26	Guadalcacanal	Airport	Male	Worker	Honiara	17/11/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Query on 2015 tax deduction.	Allan Tonafalesa	CLO	17/11/2023	CLO & Health and Safety Officer	17/11/2023	Discussed with CLO	Discussed with Safeguards Supervisor	Discussed with Administration Officer	Complaint		Resolved on 18th November 2023
27	Guadalcacanal	Airport	Male	Worker	Honiara	17/11/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Unfair Dismissal	Joysie & Wendy	Safeguards Officers (Ega-Azimuth)	17/11/2023	CLO & Health and Safety Officer	18/11/2023	Discussed with CLO & SE Safeguards	Discussed with Safeguards Supervisor	Discussed with Works Supervisor & Administration Officer	Complaint		Resolved on 21st November 2023
28	Guadalcacanal	Airport	Male	Worker	Honiara	17/11/2023	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Unfair Dismissal	Joysie & Wendy	Safeguards Officers (Ega-Azimuth)	17/11/2023	CLO & Health and Safety Officer	18/11/2023	Discussed with CLO & SE Safeguards	Discussed with Safeguards Supervisor	Discussed with Works Supervisor & Administration Officer	Complaint		Resolved on 21st November 2023
29	Guadalcacanal	Airport	Male	Worker	Honiara	17/11/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Unpaid overtime, salary rates, dirty allowances, danger allowance, safety gears, no rest lunch, transportation, working night rates and working 6 months	Allan Tonafalesa	CLO	17/11/2023	CLO & Health and Safety Officer	18/11/2023	Discussed with CLO & SE Safeguards	Discussed with Administration Officer.	Discussed with Works Supervisor, Administration Officer and Project Manager	Complaint		Resolved on 22nd November 2023: Advised workers overtime works will be paid, salary rates shall be increased at supervisors discretion, dirty and danger allowances can be claimed upon category of works done, all new workers are entitled for PPE, work at runway is different from normal day works due to asphalt is usually dry and sometimes supervisors will require workers to be willing and healthy for such works, night workers are provided with transport for pick up and dropoff, night workers rates are same as day workers, employees working more than 6months are evaluated by their supervisors and recommended for increase of pay or not.
30	Guadalcacanal	Airport	Male	Worker	Honiara	19/12/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request transport to pickup day workers.	Allan Tonafalesa	CLO	20/12/2023	Transport Supervisor	20/12/2023	Discussed with CLO	Discussed with Transport Supervisor		Complaint		Closed 21st December 2023: Transport will do pickup for night workers at 4pm and dropoff at 5-6am. For day workers pick up will be at 6am and dropoff at 6pm.
31	Guadalcacanal	Airport	Male	Worker	Honiara	19/12/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request rate changes	Allan Tonafalesa	CLO	20/12/2023	Fernando and Mr. Bibi	20/12/203	Discussed with CLO	Discussed with Administration Officer.	Discussed with Administration Officer and Project Manager	Complaint		Closed on 22nd December 2023: Rate changes involves supervisor evaluations of each worker and mangement discretion.
32	Guadalcacanal	Airport	Male	Worker	Honiara	19/12/2023	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request for danger and dirty allowance and transport for workers	Allan Tonafalesa	CLO	20/12/2023	Contractor's Admin	20/12/203	Discussed with CLO	Discussed with safeguards safety supervisor	Discussed with Administration Officer and Project Manager	Complaint		Closed on 21st December 2023: Supervisor will assess type of work done by workers and give names to management consideration, and transport to pickup day workers at 6am and dropoff at 6pm.
33	Guadalcacanal	Airport	Male	Worker	Honiara	15/01/2024	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request for transport to pickup daytime workers.	Allan Tonafalesa	CLO	15/01/2024	Contractor's Admin	15/01/2024	Discussed with CLO	Discussed with Transport Supervisor		Complaint		Closed on 16th January 2024: Transport will pick up night workers at 4pm and dropoff at 5-6am, and for day workers transport will pick up at 6am and drop off at 6pm.
34	Guadalcacanal	Airport	Male	Worker	Honiara	15/01/2024	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Query on rate changes.	Allan Tonafalesa	CLO	15/01/2024	Contractor's Admin	15/01/2024	Discussed with CLO.	Discussed with Administration Officer.		Complaint		Closed on 16th January 2024: Rate will be increased upon supervisors evaluation and discretion.
35	Guadalcacanal	Airport	Male	Worker	Honiara	15/01/2024	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Repayment of punctured semitrailer tyre.	Allan Tonafalesa	CLO	15/01/2024	Fernando	15/01/2024	Discussed with CLO	Discussed with Administration Officer	Discussed with Administration Officer, Project Manager, Transport Supervisor and SE.	Complaint		Closed on 20th January 2024: All drivers and workers must report any incidents to responsible supervisors within 24hrs and workers found to be negligent of their duties will be penalised.
36	Guadalcacanal	Airport	Male	Worker	Honiara	17/01/2024	5 - Worker	3 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Supervisor did not sign timecard.	Allan Tonafalesa	CLO	18/01/2024	Contractor's Admin & Work Supervisor	18/01/2024	Discussed with CLO	Discussed with Administration Officer and Work Supervisor	Discussed with Project Manager	Complaint		Closed on 21st January 2024: If workers are absent or not working their cards will not be signed by the supervisor. Complainant was paid his outstanding pay.
37	Guadalcacanal	Airport	Males	Worker	Honiara	28/01/2024	5 - Worker	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Security guards requested rates be increased.	Allan Tonafalesa	CLO	29/01/2024	Contractor's Admin	29/01/2024	Discussed with CLO	Discussed with Administration Officer		Complaint		Closed on 30th January 2024: Rates shall be increased upon approval of the Administration and Management.
38	Guadalcacanal	Airport	Male	Worker	Honiara	29/01/2024	5 - Worker	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request for rate increase, dirty and danger allowance for asphalt workers and paid 3hrs of days not working.	Allan Tonafalesa	CLO	30/01/2024	Contractor's Admin	30/01/2024	Discussed with CLO	Discussed with Administration Officer	Discussed with Project Manager and Administration.	Complaint		Closed 31st January 2024: Type of works done will be assessed by supervisors and give names for management consideration. When bad weather and no works all workers are paid 2Hrs.
39	Guadalcacanal	Airport	Male	Worker	Honiara	30/01/2024	5 - Worker	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Request for rate increase, dirty and danger allowance for asphalt workers.	Allan Tonafalesa	CLO	30/01/2024	Contractor's Admin	30/01/2024	Discussed with CLO	Discussed with Administration Officer		Complaint		Closed 31st January 2024: Rate increase is the management discretion. Type of works done will be assessed by supervisors and give names for management consideration.
40	Guadalcacanal	Airport	Male	Worker	Honiara	27/02/2024	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Request fair distribution of work hours for driver during night works	Allan Tonafalesa	CLO	28/02/2023	Works Supervisor	28/02/2024	Discussed with CLO	Discussed with Administration Officer.	Discussed with Works Supervisors	Complaint		Resolved on 1st March 2023: Advice by Admin for supension of works from 28th Feb to 4th March is temporary and work will resume after 4th March 2024.
41	Guadalcacanal	Airport	Male	Worker	Honiara	27/02/2024	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Request supervisor /admin to sort out work hours	Allan Tonafalesa	CLO	27/02/2024	Works Supervisor	27/02/2024	Discussed with CLO	Discussed with Administration Officer.	Discussed with Works Supervisor	Complaint		Resolve on 28th Feb 2024: Supervisors are responsible for workers time card and record hours worked.
42	Guadalcacanal	Airport	Male	Worker	Honiara	27/02/2024	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	wants to know his employment status after a week absent due to illness.	Allan Tonafalesa	CLO	28/02/2024	Contractor's Admin	28/02/2024	Discussed with CLO	Discussed with Administration Officer.	Discussed with Works Supervisor & Administration Officer	Complaint		Resolved on 4th March 2024: Complainant was informed that on medical grounds workers can be terminated if the condition affects his/her performances.
43	Guadalcacanal	Airport	Male	Worker	Honiara	28/02/2024	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Complaint his supervisor did not sign his time card for work 27th/28th February 2024	Allan Tonafalesa	CLO	28/02/2024	Contractor's Admin	28/02/2024	Discussed with CLO	Discussed with Safeguards Supervisor	Discussed with Works Supervisor & Administration Officer	Complaint		Resolved on 4th March 2024: All workers are advised that should they encounter any issue with timecard to report directly to Dyson, Amos, Allen CLO and Fernando (Admin)

44	Guadalacanal	Airport	Male	Worker	Honiara	16/03/2024	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Raised complaint regarding his termination	Allan Tonafalesa	CLO	16/03/2024	Contractor's Admin	17/03/2024	Discussed with CLO	Discussed with Works Supervisor and Administration Officer	Discussed with SE Safeguards Officers	Complaint	Resolved on 3rd April 2024: Mr. Pita was informed that all CECEG drivers and machine operators has a checklist to complete before and after driving. It is part of their responsibility to check and negligence of duty on the part of the operator and driver for more than one time they can be terminated. However, Mr. Pita is entitled to layoff payment as he had worked for over 6months.
45	Guadalacanal	Airport	Male	Worker	Honiara	05/03/2024	5 - Worker	4 - Suggestion Box	[3] Work Place	[4] Contractor	1	Vehicle operators and general workers complaint why no work from 28th February to March 7th	Allan Tonafalesa	CLO	05/03/2024	Contractor's Admin & Site Supervisor	05/03/2024	Dicuss with CLO	Discussed with Administration Officer	Dicussed with Works Supervisor & SE Safeguards Team	Complaint	Resolved on 6th March 2024: Workers are reminded to follow management instructions to avoid confusion.
46	Western Province	Road	Male	Private Business Owner	Honiara	05/03/2024	1&2 -Land Interested Party	1- Letter	[3] Contractor's Laydown Site	[2] Land Access	1	2 - Affected parties: Trespass into interested Land at Noro.	Richard Farrell	International Project Manager		EGS/AJIM/TH Safeguards Team and PST Safeguards Team	05/03/2024	PST and DSC meet with the complainant and his lawyer regarding the letter been submitted. Following were discussed: (i) Liaise with the contractor for the land arrangement; (ii) Do on Mol and two parties to sign so that all agreed actions recorded and to action accordingly. Meet with the contractor, and mention the agreed actions discussed with the Lawyer and Complainant. 7/03/2024	DSC sent an email to COL regarding the legal ownership of the interested land, attaching the letter PAR Development lodged and seeks clarification. CoL replied via email, that the land is still under COL and stated that the land is still under COL. 7/03/2024	Followup phone calls were made by the Egis-Az team to the legal reps but no response and an email was sent to them on 8th April 2024 and Pati-Development reps responded on 9th April 2024 that the issue will be actioned in court. CCECC was advised to vacate the site on 10th April 2024.	Grievance	Resolved on 27th August 2024: Commissioner of Lands email Pati-development lawyer Mr Saiki of JSP Legal practitioner concerning the PE Struck-Out notice of the Land parcel in question. Attorney General(AG) advice sent to CoL on the 8th May 2024 Memo on the high court ruling and for the Enforcment order. CoL advise project and contractor to proceed with the work.
47	Temotu Province	Airport	Male	Khau Family Rep	Honiara	19/02/2024	1- Affected Party	7 - Solomon Star	[2] Construction Site	[2] Land Access	4 - MCA	Article in newspaper stating ownership of land and unfair distribution of monetary benefits.	Jaysie	EGS/AJIM/TH Social Safeguards		PST and EGS Safeguards Team	19/02/2024	Collected land title from MLHS and confirmed that the PE title holder is the MLHS CoL for and onbehalf of the Government. This will be discussed with the complainant during the next site visit to Santa Cruz.	Land Title confirmed wit the CoL from the previous site visit in May, the complainant do not show up to close out the case.	The complainant no longer have interest in the case, knowing the land title is CoL.	Complaint	Resolved
48	Western Province	Road	Female	Worker	Noro	01/07/2024	5 - Worker	4 - Verbal Complaint	[3] Work Place	[7] Sanitation	1	No separate toilets for female workers	Meshack Kasa	CLO	01/07/2024	Contractor's HSE Manager	01/07/2024	CLO discussed with contactor's Admin	Discussed with Project Manager and Office Administrator	The complainant was informed that the matter was discussed fro action.	Complaint	The issue was discussed and the contractor mamangement granted approval for the conruction of separate female toilet. The case is now solved.
49	Western Province	Road	Female	Worker	Noro	05/07/2024	5 - Worker	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	No contract signed with contractor since joined. One month already passed.	Meshack Kasa	CLO	05/07/2024	Contractor's Admin	05/07/2024	CLO discussed with contactor's Admin	Discussed with Project Manager and Office Administrator	The complainant was informed that the matter was discussed for action.	Complaint	The issued was discussed and the records shown that the worker do signed an agreement prior to joining the contractor.
50	Western Province	Road	Male	Worker	Noro	05/07/2024	5 - Worker	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Complaint on the rates for machine operators, different machines should have different rates, not same across the board.	Meshack Kasa	CLO	05/07/2024	Contractor's Admin	05/07/2024	CLO discussed with contactor's Admin	Discussed with Project Manager and Office Administrator	The complainant was invited to the administration office for clarification.	Complaint	The issue was discussed and clarified athat the rates of SBD 10/hr is across the board. This is the rate applibued by CCECC Noro roads. The complaint received the resonse and accepted it. The case is now closed on 6/07/2024.
51	Western Province	Road	Male	CAC	Noro	15/07/2024	5- CAC member	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	The complainant raised the issue of provision of refreshment by contractor during the CAC meetings. Noro Roads project is a funded project and its seen fit to provide light refreshment for members who attended this CAC members are voluntary role but are medium of communication with teh communities in and around Noro township.	Meshack Kasa	CLO	15/07/2024	Contractor's Admin	15/07/2024	CLO discussed with contactor's Admin	Discussed with Project Manager and Office Administrator		Complaint	The issue was considered and the contractor representative approved the suggestion for providing light refreshment for CAC members during the meetings. Next CAC meeting will provide light refreshment. The case is now closed on the 16/07/2024.
52	Western Province	Road	Male		Noro	30/07/2024	1- Affected Party	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A complainant approach the CAC member and raised the issue of job recruitment. He applied for a job with the contractor but no response from contract. He threatened to boycott the road project based on itsrecruitment issue.	Sagovari Tione	CAC member	30/07/2024	Contractor's Admin	30/07/2024	CAC member raised the issue during the monthly meeting with the contractor.	The contractor representative tok note of the complaint.	The contractor explained the process of recruitment to the CAC members. Recruitment is still progressing so will engage locals when required for the main road works.	Complaint	The issue was thenreferred back to CAC to communicate with the complainant that process of recruitment. Aresimportantly, the contractor is still recruiting for the main road works. The case is closed on 9/09/2024.
53	Western Province	Road	Male		Noro	02/08/2024	3-Intermediary (on behalf of the public)	7 - Social media	[3] Main access road	[7] Speeding vechile	1	The public of Nora-Munda road are complaining about the speeding loaded dump trucks along the main access road. The machines damage the deteriorating road.	Meshack Kasa	CLO	02/08/2024	Contractor's HSE Manager & Contractor's Admin	02/08/2024	CLO discussed with contactor's Admin	The issue was raised to the management and an investigation is conducted to verify the story.	It is noted that not only the contractor uses dump trucks along the access road, there are other private companies loading gravels from Munda to Noro.	Complaint	The contractor advises the operators to consider safety when driving, and the operators themselves also ashred the same sentiment. The case was now closed on the 5/08/2024.
54	Western Province	Road	Female		Noro	13/08/2024	1- Affected Party	4 - Verbal Complaint	[3] Access road	[4] Contractor	1	An affected person approached the contractor's team doing UXO as to who authorised them to dig in her private property. The AP claimed the area belongs to her family and they have and title to that plot. The work intrudes into her private property.	Meshack Kasa	CLO	13/08/2024	Contractor's Admin	13/08/2024	UXO team discussed the issue with the contractor representative.	The issue was raised to the management and an investigation is conducted to verify the story.	Contractor CLO meet with the complainant and clarify their UXO work which requires some digging prior to road clearance. The contractor then approached the Provincial Government Land Division for the documents relating to the Lot.	Complaint	From the meeting with the Provincial Land division, it was noted that the particular Lot is a long outstanding issue with the province. The case is pending with the Provincial Land Division and the claimant.
55	Western Province	Road	Male	Worker	Noro	19/08/2024	5 - Worker	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A complainant raised two issues 1) Salary and 2) NPF contribution. For salary, the number of hours work changes and is not equated to the salary received at the fortnights. For NPF, request to provide update on their NPF to date since joining the project.	Meshack Kasa	CLO	19/08/2024	Contractor's Admin	19/08/2024	The matter was raised to the contractor administration.		The contractor administration responded to clarify the misunderstanding. For item 1) salary, working hours will have to be adjusted to cater for different workplaced for each day. The wages are paid according to the hours work, as stated in their respective pay slips and if they noticed any issue with their rates, hours work and overtime, they should raised it. This issue is only for one person, not all workers. For item 2 NPF, the issue is with the NPF office, and once all individual accounts are created, they will transfer their contribution into respective accounts.	Complaint	The issue was discussed with the complainant and the case was now closed 20/08/2024.
56	Western Province	Road		Workers	Noro	02/09/2024	5 - Workers	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Workers raised complaint on two issues. 1) NPF contribution and 2)Signed agreement/contract. For item 1 NPF, the workers enquire the contractor mangement if their NPF has been paid to their individual accounts, beacus they saw the deduction in their pay slips. For item 2, after signing the contract, they were not provided with a copy.	Meshack Kasa	CLO	02/09/2024	Contractor's Admin	02/09/2024	The matter was raised to the contractor administration.		The contractor administration responded to clarify the misunderstanding. For item 1) NPF contribution, all forms already submitted to NPF and to bve follow up by CLO. For items signed agreement the admin officer provided copies of the signed agreement on 19/09/2024.	Complaint	Item 2, signed agreement copies now closed. The only one pending is the NPF contribution of workers is progressing with NPF.
57	Western Province	Road	Female		Noro	09/09/2024	3-Intermediary (on behalf of the public)	2 - Phone call	[3] Access road	[4] Contractor	1	A resident of Noro town at Baru area raised a complaint about dust produced from the road construction. The dust is too much and covers most of Baru area and surrounding.	Meshack Kasa	CLO	09/09/2024	Contractor's Admin & Site Supervisor	09/09/2024	The matter was raised to the contractor ESS team for action.	ESS team discussed the issue with the site team.	The site team explained the reason for the accumulating dust is due to the water truck is currently down for service, but will soon fixed. The CLO contacted the complainant and discussed that her complaint was recived and will address soon. Site team will manage the site works and to ensure water truck will resume operation soon.	Complaint	This issue was closed on 10/09/2024.
58	Western Province	Road	Female		Noro	09/09/2024	3-Intermediary (on behalf of the public)	2 - Phone call	[3] Access road	[4] Contractor	1	A resident of Noro town raised a complaint about waste soils from the road construction placed along the access road after grubbing/milling. The roads to other parts of Noro town were blocked because of the piled wastes soils	Meshack Kasa	CLO	09/09/2024	Contractor's Admin & Site Supervisor	09/09/2024	The matter was raised to the contractor ESS team for action.	ESS team discussed the issue with the site team.	In response to the complaint, the contractor arrange some of its workers to remove the waste soils that blcok the access roads.	Complaint	The case was now closed on the 20/09/2024.
59	Western Province	Road	Male		Noro	09/09/2024	1- Affected Party	1- Letter	[3] Quarry site	[4] Contractor	1	An affected person contacted the contractor's team two issues, 1) payment for quarry site security and 2) Graves(x2) tampered with by the contractor at the quarry site.	Meshack Kasa	CLO	09/09/2024	Contractor's HSE Manager & Contractor's Admin	09/09/2024	The matter was raised to the contractor ESS team for action.	ESS team discussed the issue with the contractor management for action.	In response, the contractor address the two items separately. For item 1) payment of quarry security, the contractor agreed and paid those who provided the security at the quarry site. For item 2) Damage to 2 x graves, this took a while to address as the amount proposed by contractor was initially declined. A second letter was received from the parents of the deceased, claiming compensation for the 2 graves. Contractor contacted the quarry owner and discussed with him to speak to the parents and to accept the compensation of $2000 plus 3 x bags of cement, after soem back and forth, the parents finally accepted the compensation provided by the contractor in form of cash and goods/items.	Complaint	The case was resolved on the 27/11/2024.
60	Western Province	Road	Male		Noro	11/09/2024	5 - Worker	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A worker raised a complaint about his supervisor's approach to workers at site and also issue with communication under the supervision of international workers(namely Chinese). This resulted from a workplace incident which cause personal disagreement between a worker and his supervisor.	Meshack Kasa	CLO	11/09/2024	Contractor's HSE Manager & Contractor's Admin	11/09/2024	The matter was raised to the contractor ESS(International) for action on the same day.	ESS team discussed the issue with the contractor management for action and then with the complainant.	In response, the CLO discussed the issue with the ESS International. The ESS International then called on the supervisor and explain the situation in Chinese that its proper to address workplace issues professionally and not to take it personal. CLO discussed with the complainant and communicate the workplace approach to give voice and always address issues professionally. The complainnat accepted the actions to be made.	Complaint	The issue was closed on 12/09/2024.
61	Western Province	Road	Male	Workers	Noro	20/09/2024	5 - Workers	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Four workers who recently laid off by contractor raised their complaint as unfair dismissl from their job.	Meshack Kasa	CLO	20/09/2024	Contractor's HSE Manager & Contractor's Admin	20/09/2024	The matter was raised to the contractor ESS(International) for action on the same day.	ESS team discussed the issue with the contractor management for action and then with the complainant.	In response, the CLO discussed the issue with the ESS International. The ESS International then called on the AP's for a meeting on 21/09/2024. In the meeting, its was clarified why they were temporarily laid off. Reason being that all the work at the camp site is mostly completed so they will take a month break without pay. They will be re-enaged when work onthe road started. The APs accepted the resolution.	Complaint	The issue was closed on 23/09/2024.
62	Western Province	Road	Male	Worker	Noro	30/09/2024	5 - Worker	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A disgruntled operator raised a complaint for what he considered illtreatment from his supervisor.	Meshack Kasa	CLO	30/09/2024	Contractor's Admin	30/09/2024	The matter was raised to the contractor admin for action on the same day.	The contractor admin acknowledged the complaint and called on the disgruntled operator for a meeting.	In response, the contractor accepted the resignation of the disgruntled operator based on his own decision to leave his job. The issue was acknowledge and partly because of the issue of communication with the international(Chinese) supervisors who speak little or no english. The contractor management will consider approaches in better communicating with the local operators.	Complaint	The issue was closed on 1/10/2024.
63	Western Province	Road		Workers	Noro	04/10/2024	5 - Workers	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Two disgruntled workers raised complaint for illtreatment from the site supervisor.	Meshack Kasa	CLO	04/10/2024	Contractor's HSE Manager & Contractor's Admin	04/10/2024	The matter was raised to the contractor admin and ESS for action on the same day.	The contractor admin acknowledged the complaint and called on the disgruntled operator for a meeting.	In response, the management agreed with the locals for illtreatment from the site supervisor. Toolbox meetings were schedule to discuss about the work ethics with the supervisors(chinese) at the workplace. Add on to that communication is a key challenge as some chinese supervisors speak little or no english.	Complaint	The issue was closed on 5/10/2024.
64	Western Province	Road	Male	Worker	Noro	21/10/2024	5 - Worker	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A worker raised a complaint about the food provided by the contractor to the workers is poorly prepared.	Meshack Kasa	CLO	21/10/2024	Contractor's Admin	21/10/2024	The matter was raised by CLO to the admin.	The admin acknowledge the complaint and agreed to talk with the chef and find ways improve the food provided.	The Chef was advised to include meat and tuna in the meal, not just plain cabbage and rice.	Complaint	The issue was closed on the 22/10/2024.

65	Western Province	Road	Male		Noro	28/10/2025	1- Affected Party	4 - Verbal Complaint	[3] Access road	[4] Contractor	1	A resident of Noro town approach the CLO and compalined about the survey marks intruded in his boundary peg at Bonito drive.	Meshack Kasa	CLO	28/10/2024	Contractor's Admin	28/10/2024	The matter was raised by CLO to the admin.	The admin acknowledge the complaint provide explanation to the marks. Its only measuring lines and the road will no expand inside his area as he thought.	Contractor CLO meet with the complainant and clarify survey lines and not mean for the boundary of the road.	Complaint	The issue was closed on the 29/10/2024.
66	Western Province	Road		Workers	Noro	14/11/2024	5 - Worker	4 - Verbal Complaint	[3] Camp site	[4] Contractor	1	A worker voiced an complaint against an international worker for using for using local workers plates to fetch water and flash the toilets when water pressure is low.	Meshack Kasa	CLO	14/11/2024	Contractor's Admin	14/11/2024	The matter was raised by CLO to the admin/interntional worker.	The admin acknowledge the complaint and agreed to talk to all internataional workers including locals on such practice.	The issue was raised in the toolbox meetings and warn all workers not to do the same mistake again.	Complaint	The issue was closed on the 15/11/2024.
67	Western Province	Road	Male	Workers	Noro	18/11/2024	5 - Worker	4 - Verbal Complaint	[3] Camp site	[4] Contractor	1	The security officers manning the camp and laydown area raised complaint on the the deductions in their salary- if they found doze off during the night shift.	Meshack Kasa	CLO	18/11/2024	Contractor's Admin	18/11/2024	The matter was raised by CLO to the admin.	The admin acknowledge the complaint and agreed to talk with the concerned workers including locals on such practice.	The Contractor admin reiterate the role of secuirty officers and if need to take a rest or sleep duirng the shift, they should inform the supervisor and not just go and doze off. There are valuable items in the camp and laydown area that they need to watch over.	Complaint	The issue was closed on the 18/11/2024.
68	Western Province	Road			Noro	18/11/2024	2-Intermediary(on behalf of the public)	4 - Verbal Complaint	[3] Access road	[4] Contractor	1	A resident of Noro raised a complaint about the speeding dump trucks of the contractors along the Munda- Noro road. He reported a situation which he witness the contractor's loaded dump truck almost caused an accident while travlling the highway.	Meshack Kasa	CLO	18/11/2024	Contractor's HSE Manager & Contractor's Admin	18/11/2024	The matter was raised by CLO to the admin.	The admin acknowledge the complaint and forwarded to the superviors to raise the issue to the contractors during the toolbox meeting.	A toolbox meeting was convened and the issue of speeding along the Munda- Noro roads was raised. A follow up Refresher training on Road safety was condcuted to the operators on the 28th Nov 2024.	Complaint	The issue was closed on the 19/11/2024.
69	Western Province	Road	Male		Noro	18/11/2024	2-Intermediary(on behalf of the public)	4 - Verbal Complaint	[3] Access road	[4] Contractor	1	A resident of Noro sent a complaint through CAC member on the deteriorating state of the Munda- Noro road after the contractor uses the road transport quarry to Noro for the road works.	Meshack Kasa	CLO	18/11/2024	Contractor's HSE Manager & Contractor's Admin	18/11/2024	The matter was raised by CLO to the admin.	The contractor acknowledges the compalint and responded back to the complainant on the issue.	From the outcome of the complaint, the contarctor agreedto improve the road using coronous materials only.	Complaint	The issue was closed on the 28/11/2024.
70	Western Province	Road	Male		Noro	22/11/2024	2-Intermediary(on behalf of the public)	4 - Verbal Complaint	[3] Access road	[4] Contractor	1	A CAC member raised a complaint of the traffic route duirng the upgrading of the road. Worst, the public of Noro were not informed of the work schedule.	Meshack Kasa	CLO	22/11/2024	Contractor's HSE Manager & Contractor's Admin	22/11/2024	The matter was raised by CLO to the admin.	The contractor acknowledges the compalint and responded back to the complainant on the issue.	From the outcome of the complaint, the contarctor agreed to provide traffic spotters along the active work areas to control the traffic.	Complaint	The issue was closed on the 22/11/2024.
71	Western Province	Road	Male		Noro	22/11/2024	2-Intermediary(on behalf of the workers)	4 - Verbal Complaint	[3] Access road	[4] Contractor	1	A CAC member raised an issue on the temporary shelter for workers during rainy days.	Meshack Kasa	CLO	22/11/2024	Contractor's HSE Manager & Contractor's Admin	22/11/2024	The matter was raised by CLO to the admin.	The contractor acknowledges the compalint and responded back to the complainant on the issue.	From the outcome of the complaint, the contarctor agreed to provide temporary shelter for workers during rainy days.	Complaint	The issue was closed on the 10/12/2024.
72	Western Province	Road	Male		Noro	22/11/2024	2-Intermediary(on behalf of the workers)	4 - Verbal Complaint	[3] Access road	[4] Contractor	1	A CAC member raised an issue of safety of workers walking close to moving machines(Roller and paver) while work is in progress- as it is not safe.	Meshack Kasa	CLO	22/11/2024	Contractor's HSE Manager & Contractor's Admin	22/11/2024	The matter was raised by CLO to the admin.	The contractor acknowledges the compalint and responded back to the complainant on the issue.	From the outcome of the complaint, the contarctor agreed to raise the issue during the toolbox meeting. The issue is important as it concerns the safety of workers involved.	Complaint	The issue was closed on the 23/11/2024.
73	Western Province	Road	Male		Noro	22/11/2024	2-Intermediary(on behalf of the workers)	4 - Verbal Complaint	[3] Access road	[4] Contractor	1	A CAC member raised an issue of speeding dump trucks transporting materials to the project site.	Meshack Kasa	CLO	22/11/2024	Contractor's HSE Manager & Contractor's Admin	22/11/2024	The matter was raised by CLO to the admin.	The contractor acknowledges the compalint and responded back to the complainant on the issue.	From the outcome of the complaint, the contarctor agreed to raise the issue of speeding during the toolbox meeting. The issue is important as it concerns the safety of workers and also the public.	Complaint	The issue was closed on the 23/11/2024.
74	Western Province	Road			Noro	27/11/2024	2-Intermediary(on behalf of the public)	4 - Verbal Complaint	[3] Access road	[4] Contractor	1	Communitty members of Mobil Road in Noro raised a complaint on dust caused by contractor's vehicles/machines using the road.	Meshack Kasa	CLO	27/11/2024	Contractor's HSE Manager & Contractor's Admin	27/11/2024	The matter was raised by CLO to the admin.	The contractor acknowledges the compalint and responded back to the complainant on the issue.	From the outcome of the complaint, the contarctor agreed to spray the road with with water tanker to supress dust. Contractor advises the compaliant to aways report to the contractor if have issue with dust from the project related works.	Complaint	The issue was closed on the 27/11/2024.
75	Temotu Province	Airport	Male		Santa Cruz	15/10/2024	1- Affected Party	2 - Phone call	[3] Contractor's Laydown Site	[4] Contractor	4	An assets owner raised a complaint as to who will meet the compansation for his commercial trees and fruit trees planted in the MCA land. Portion of the trees already been cleared by contractor to make space for the laydown area and quarry site. A valuation report also provided dated 7/10/2024.	Jaysie	Safeguards specialist/Egis	15/10/2024	Contractor's HSE Manager	15/10/2024	The matter was raised by Egis Safeguards to the contractor.	The contractor acknowledges the complainant and responded back to the complainant on the issue. The contractor claimed that MCA will pay the compensation for the affected trees, as the trees are inside the MCA Land.	From the outcome, Egis have the view that the contractor is responsible for the asset compensation for its establishment sites as per the CESMP. Other assets not part of contractor establishment will be paid by MCA. PST seek advise from WB and response is - asssets compensation is outlined in the RP, and impelemntig agency (MCA) is responsble for compensation. PST is following up with MCA for this outstanding payment.	Grievance	Resolved
76	Temotu Province	Airport	Male	CAC	Santa Cruz	16/09/2024	5 - CAC member	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A CAC chairman raised a complaint concerning the duration of the meeting that took almost a full day. The complainant calimed that CAC chairman is not employed, and only on volunteer basis so should not be engaged for longer than expected.	Jaysie	Safeguards specialist/Egis	16/09/2024	Contractor's HSE Manager	16/09/2024	The matter was raised by Egis Safeguards to the contractor.	The contractor acknowledges the complaint and responded back to the complainant on the issue.	The contractor agreed with the complain and will not repeart the same incident.	Complaint	The issue was closed on 18/11/ 2024.
77	Temotu Province	Airport	Male	CAC	Santa Cruz	16/09/2024	5 - CAC member	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A CAC member raised a complaint on the expenses incurred for attending the CAC monthly meeting should not be the members expense but the contractor.	Jaysie	Safeguards specialist/Egis	16/09/2024	Contractor's HSE Manager	16/09/2024	The matter was raised by Egis Safeguards to the contractor.	The contractor acknowledges the complaint and responded back to the complainant on the issue.	The contractor agreed with the complain and taking note of the expense, to ensure it does not fall on the CAC members.	Complaint	The issue was closed on 18/11/ 2024.
78	Temotu Province	Airport	Male	CAC	Santa Cruz	16/09/2024	5 - CAC member	4 - Verbal Complaint	[3] Work Place	[3] Compensation	1	A CAC member raised an issue if the contractor will pay the damage to crops at the site for waste soil disposal site. Add on to that, he advised the contractor not to ask the land owning groups to provide land for waste diposal, allow those interested to avail their land to come forward.	Jaysie	Safeguards specialist/Egis	16/09/2024	Contractor's HSE Manager	16/09/2024	The matter was raised by Egis Safeguards to the contractor.	The contractor acknowledges the complaint and responded back to the complainant on the issue.	The contractor agreed with the complain and consult the land owning groups before disposal of wastes is condcuted. No diposal will be condcuted without landowning tribes concent.	Complaint	The issue was closed on 18/11/ 2024.
79	Temotu Province	Airport	Male	CAC	Santa Cruz	16/09/2024	5 - CAC member	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A CAC member raised an issue on behalf of the workers who were paid at the rate below the minimum wage of SI$8/hr. The complain was from the workers who work 14days and still paid less than the minimum rate.	Jaysie	Safeguards specialist/Egis	16/09/2024	Contractor's HSE Manager	16/09/2024	The matter was raised by Egis Safeguards to the contractor.	The contractor acknowledges the complaint and responded back to the complainant on the issue.	Afterd discssion with supersion Engineer, the contractor agreed to pay on/above the minimum wage and not to work 14 days in a forthnight.	Complaint	The issue was closed on 18/11/ 2024.
80	Temotu Province	Airport	Male	CAC	Santa Cruz	16/09/2024	5 - CAC member	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A CAC member raised an issue of bullying and harrasshment in workplace as reported by some workers.	Jaysie	Safeguards specialist/Egis	17/09/2024	Contractor's HSE Manager	17/09/2024	The matter was raised by Egis Safeguards to the contractor.	The contractor acknowledges the complaint and responded back to the complainant on the issue.	Supervision Engineer(SE) Safeguards discussed with contractor to ensure all workers signed a code of conduct and submit for record. In response, the contractor procceeds to allow all workers to sign the Code of Conduct and share with SE.	Complaint	Issue was closed on 18/11/2024.
81	Temotu Province	Airport	Male	CAC	Santa Cruz	16/09/2024	5 - CAC member	4 - Verbal Complaint	[3] Contractor's Laydown Site	[4] Contractor	1	A CAC member raised a complained on behalf of the workers- that the camp site requires at least 2 x personnel to man duirng the nights.	Jaysie	Safeguards specialist/Egis	17/09/2024	Contractor's HSE Manager	17/09/2024	The matter was raised by Egis Safeguards to the contractor.	The contractor acknowledges the complaint and responded to the issue.	Supervision Engineer(SE) Safeguards discussed with contractor to assign at least 2 x security personnel for the night shift.	Complaint	Issue was closed on 18/11/2024.
82	Temotu Province	Airport	Male	CAC	Santa Cruz	16/09/2024	5 - CAC member	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A compalint was raised to avoid using 'middleman' for reqcruiting for job.	Jaysie	Safeguards specialist/Egis	17/09/2024	Contractor's HSE Manager	17/09/2024	The matter was raised by Egis Safeguards to the contractor.	The contractor acknowledges the complaint and responded to the issue.	The contractor responded and stated that recruitment will only go through CAC and not through middleman.	Complaint	Issue was closed on 18/11/2024.
83	Temotu Province	Airport	Male	CAC	Santa Cruz	16/09/2024	5 - CAC member	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A complaint was raised on behalf of workers concerning the contractor failed to provide food and water for the workers.	Jaysie	Safeguards specialist/Egis	17/09/2024	Contractor's HSE Manager	17/09/2024	The matter was raised by Egis Safeguards to the contractor.	The contractor acknowledges the complaint and responded to the issue on the same day.	The contractor responded and provided food amd water to all the workers.	Complaint	Issue was closed on 25/11/2024.
84	Temotu Province	Airport	Male	CAC	Santa Cruz	16/09/2024	5 - CAC member	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A complaint was raised on behalf of workers concerning the contractor failed to provide signed contract for the workers.	Jaysie	Safeguards specialist/Egis	17/09/2024	Contractor's HSE Manager	17/09/2024	The matter was raised by Egis Safeguards to the contractor.	The contractor acknowledges the complaint and responded to the issue on the same day.	The contractor responded and proceeds to allow workers to sign contracts for their engament.	Complaint	Issue was closed on 18/11/2024.
85	Temotu Province	Airport	Male	CAC	Santa Cruz	16/09/2024	5 - CAC member	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A complaint was raised on behalf of workers concerning the contractor failed to provide proper PPES for its workers.	Jaysie	Safeguards specialist/Egis	17/09/2024	Contractor's HSE Manager	17/09/2024	The matter was raised by Egis Safeguards to the contractor.	The contractor acknowledges the complaint and responded to the issue on the same day.	The contractor agreed to provide proper PPEs for workers. This inlcudes safety steel toe boots, hi-vis vest and hard hat at a minimum.	Complaint	Issue was closed on 18/11/2024.
86	Temotu Province	Airport	Female	CLO	Santa Cruz	16/09/2024	5 - CAC member	4 - Verbal Complaint	[1] Village/market place	[4] Contractor	1	A complaint was raised by a local market vendor- concerning the workers bargaining for cheaper price in the market products. The women vendors stated the price is one acceptable in Lata as the price of goods in shops is expensive.	Jaysie	Safeguards specialist/Egis	17/09/2024	Contractor's HSE Manager	17/09/2024	The matter was raised by Egis Safeguards to the contractor.	The contractor acknowledges the complaint and responded to the issue on the same day.	The matter was discussed with the contractor to inform the workers that the price is acceptable in Lata a sprice of goods in shop is expensive.	Complaint	Issue was closed on 18/11/2024.
87	Temotu Province	Airport	Male		Santa Cruz	20/11/2024	2-Intermediary(on behalf of the public)	4 - Verbal Complaint	[1] Village/market place	[4] Contractor	1	A complaint was raised by a acommunity member concering the contractor machine(excavator) working along the foreshore- as it will have an impact in the marine environment.	Jaysie	Safeguards specialist/Egis	20/11/2024	Contractor's HSE Manager	20/11/2024	The matter was raised by Egis Safeguards to the contractor.	The contractor acknowledges the complaint and responded to the issue on the same day.	The matter was discussed with the with the AP and stated the impact will only be temporary. The AP agreed for the work to proceed.	Complaint	Issue was closed on 20/11/2024.
88	Temotu Province	Airport			Santa Cruz	20/11/2024	5 - CAC member	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A complaint was rasied by a worker, stating that he was assualted by his supervisor.	Jaysie	Safeguards specialist/Egis	20/11/2024	Contractor's HSE Manager	20/11/2024	The matter was raised by Egis Safeguards to the contractor.	The contractor acknowledges the complaint and responded to the issue on the next day.	The matter was discussed by Egis with the contractor and responded- to ensure all workers sign the Code of Conduct.	Complaint	Issue was closed on 21/11/2024.
89	Temotu Province	Airport		CLO	Santa Cruz	20/11/2024	CLO	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A truck driver raised a complained after his salary was deducted due to the truck he drove was damaged duirng working hours and is work related.	Jaysie	Safeguards specialist/Egis	21/11/2024	Contractor's HSE Manager	21/11/2024	The matter was raised by Egis Safeguards to the contractor.	The contractor acknowledges the complaint and responded to the issue on the next day.	CLO discussed with the worker and he was alid off after the incident.	Complaint	Issue was closed on 23/11/2024.
90	Temotu Province	Airport	Male	CLO	Santa Cruz	23/11/2024	CLO	4 - Verbal Complaint	[3] Work Place	[4] Contractor	4	The asset owner in the MCA land complained that the contractor is disposing debris from the laydown area into his trees plantation. He advised not to clear the debris until a valuation is conducted for his trees-and to be compensated accordingly.	Jaysie	Safeguards specialist/Egis	21/11/2024	Contractor's HSE Manager	23/11/2024	The matter was raised by Egis Safeguards to the contractor.	The contractor acknowledges the complaint and responded to the issue.	An valuation was conducted for the trees by an forestry officer from the government, and compnsation was paid. The debris now moved out from the APs trees plantation.	Grievance	Issue was cleared on 23/11/2024.
91	Malaita Province	Bridges	Male	CAC	Lot2	18/01/2025	CAC	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A local of Suu harbour community raised a complaint about odor/pungent smell coming from the septic tank due to overflow of the system.	Tomas Dai	CAC (Suu)	18/01/2025	Contractor's HSE Manager	18/01/2025	The matter was raised to the contractor Project Manager	The contractor acknowledges the complaint and responded to the issue.	The contractor contructed a new septic with improved design to address the leakage problem.	Complaint	The issue was closed.
92	Malaita Province	Bridges	Male	CAC	Lot2	19/01/2025	CAC	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A local of Bira community raised a complaint for the removal of the logs used by contractor for temporary bridge.	Charles S	CAC (Bira)	19/01/2025	Contractor's Site Manager	19/01/2025	The matter was raised to the contractor Project Manager	The contractor acknowledges the complaint and responded to the issue.	The contractor removed the logs and piled them away a safe distance from the access road and the construction site.	Complaint	The issue was resolved on 30/01/2025.
93	Malaita Province	Bridges	Male	AP	Lot2	27/01/2025	1- Affected Party	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A local of Bira community raised a complaint for the removal of the logs used by contractor for temporary bridge.	Tom Waalaramo	AP	27/01/2025	Contractor's Site Manager	27/01/2025	The matter was raised to the contractor Project Manager	The contractor acknowledges the complaint and responded to the issue.	PST intervened and support the contractor in consulting the AP, clarified the compensation amount as per the valuation report.	Complaint	The issue was resolved on 30/01/2025.
94	Malaita Province	Bridges	Male	AP	Lot2	30/01/2025	1- Affected Party	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A local of Bira community raised a complainton the existing drainage systems that does not drain out into the sea which cause immediate pooling.	Tom Bau	AP	30/01/2025	Contractor's Site Manager	30/01/2025	The matter was raised to the contractor Project Manager	The contractor acknowledges the complaint and responded to the issue.	ES Officer informed the site supervisor of the complaint and the issue was actioned after the rainy season stops.	Complaint	The issue was resolved on 30/01/2025.
95	Malaita Province	Bridges	Male	AP	Lot2	19/01/2025	1- Affected Party	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A local of Bira raised a complain concerning the logs used for temporary bridge that blocked the access road.	Ruth Taupiri	CLO	19/01/2025	Contractor's Site Manager	19/01/2025	The matter was raised to the contractor Site Manager	The contractor acknowledges the complaint and responded to the issue.	The logs were moved out from the access road and piled at a site away from the access road.	Complaint	The issue was resolved on 30/01/2025.
96	Malaita Province	Bridges	Male	AP	Lot2	27/01/2025	1- Affected Party	4 - Verbal Complaint	[3] Work Place	[6] Resettlement site	4	The AP(owner) of the assets(2 x structures) to be demolished that were built on the Right of Way(ROW) raised a complaint concerning the compensation amount to be paid. He was not agreed with the valuation rate as provided by MID and PST.	Ruth Taupiri	CLO	27/01/2025	Contractor's Site Manager	27/01/2025	The matter was raised to the contractor Site Manager	The contractor acknowledges the complaint and responded to the issue.	PST intervened and support the contractor in consulting the AP, clarified the compensation amount as per the valuation report. The AP eventually agreed on the rate.	Complaint	The issue was already resolved.
97	Temotu Province	Airport	Male	CLO	Santa Cruz	05/02/2025	CLO	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	The workers raised complaint concerning their NPF contributions and method of payment- should have used envelop instead of handing over cash directly to workers.	Henry Teti	CLO	05/02/2025	Contractor's Site Manager	05/02/2025	The matter was raised to the contractor Site Manager	The contractor acknowledges the complaint and responded to the issue.	PST and MCA intervened and emphasise the issue to the contractor on the NPF contributions and method of payment to be formalised.	Complaint	The issue was already resolved.

98	Temotu Province	Airport	Male	CLO	Santa Cruz	06/02/2025	CLO	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A local of Lata (area 4 community) member raised an issue that workers at site do not have shelter to protect them from heat and rain. Also, some workers enter the village to ask for drinking water, the contractor should provide drinking water for its workers.	Henry Teli	CLO	06/02/2025	Contractor's Site Manager	06/02/2025	The matter was raised to the contractor Site Manager	The contractor acknowledges the complaint and responded to the issue.	PST and MCA intervened and emphasise the issue of workers safety and to ensure necessities be provided.	Complaint	The issue was already resolved.
99	Temotu Province	Airport	Male	CLO	Santa Cruz	07/02/2025	CLO	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A CAC member request the contractor to provide traffic warden for the active construction sites. The locals will still access the opposite end of the airport as they have assets and properties there.	Jaysie	E&S specialist	05/02/2025	Contractor's Site Manager	05/02/2025	The matter was raised to the contractor Site Manager	The contractor acknowledges the complaint and responded to the issue.	PST and MCA intervened and emphasise the issue of community safety and access.	Complaint	The issue was already resolved. The ciontractor recruited traffic warders.
100	Temotu Province	Airport	Male	CLO	Santa Cruz	12/02/2025	CLO	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A local who owns asset along the shoulder of the runway called on the contractor and supervison consultant to follow up with MCA promised years back that assest within MCA land will still be compensated. Now the message is different.	Jaysie	E&S specialist	12/02/2025	Contractor's Site Manager	12/02/2025	The matter was raised to the contractor Site Manager	The contractor acknowledges the complaint and responded to the issue.	PST emphasies the WB ESF requirements on assets compensation.	Complaint	The issue was already resolved. MCA agreed to compensae the assets within MCA land.
101	Western Province	Road	Male	AP	Lot2	08/02/2025	2-Intermediary (on behalf of the public)	7 - Solomon Star	[3] Main access road	[7] Traffic accident	1	A vehicle involved in a road accident at the construction site which caused the vehicle to veer off the road. The driver blamed the contractor(CCECC) for not properly compacting the loose gravels and coronous materials which resulted in the traffic accident. It was later verified by the Police officers in Noro that the driver of the concerned vehicle was under the influence of alcohol and nothing to do with the road condition as claimed.	Solomon Star News reporter	Reporter	08/02/2025	Contractor's Site Manager	08/02/2025	The matter was raised to the contractor Site Manager	The contractor received the report and responded to the issue through the involvment of Noro Police.	The contractor reported to the Police to conduct an investigation to the traffic accident. From the investigation, it was noted that the driver of the vehicle was under the influence of alcohol, and not the loose gravel from the roadwork as claimed.	Complaint	The issue was resolved on 28/02/2025.
102	Western Province	Road	Male	AP	Noro	13/03/2025	2-Intermediary (on behalf of the public)	6 - Email	[3] Main access road	[4] Contractor	1	A worker of another contractor reported a complaint to the supervision engineer for a speeding dump truck driver. The complainant observed that all contractor (CCECC) drivers do not adhere to speed limit and often violated the speed limit.	Arnold Dedel, Reeves Envico	AP	13/03/2025	Contractor's Site Manager	13/03/2025	The matter was raised reported to the supervision engineer safeguards team, who then forwarded to the contractor Site Manager	The contractor received the report and responded immediately by calling all dump truck drivers for a refresher session.	The dump truck drivers were called on to attend a refresher session on traffic safety and defensive driving on the same day. The session also covres proper covering of the aggregates transported, with the speed limit at 40km/hr.	Complaint	The CLO emailed the complainant on the same day, informing the approach taken to address the complain raised. The issue was resolved on the 14/03/2025.
103	Western Province	Road	Male	AP	Noro	25/03/2025	1- Affected Party	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A local workshop worker/mechanic raised a complaint to the supervision engineer about the supervisor(international) unfair treatment to worker.	Rowena Toifoona	Egis site engineer	25/03/2025	Contractor's Site Manager	25/03/2025	The matter was raised reported to the supervision engineer safeguards team, who then forwarded to the contractor Site Manager	The contractor received the report and responded immediately by calling the supervisor concerned to discuss the matter.	The supervisor explained his part that he raised his voice to the AP because he was not happy with his performance. The Site Manager intervened and shifted the A.P to the Road construction, away from the workshop	Complaint	The issued was resolved on the 26/03/2025.
104	Malaita Province	Bridges	Male	AP	Lot2	08/04/2025	1- Affected Party	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Community members of Bira and Alarua voiced their complaint to their water source. And request for 12 x water tanks.	Ruth Taupiri and Wendy Mark	Contractor CLO and Egis E&S specialist	08/04/2025	Contractor's Site Manager	08/04/2025	The matter was reported to the supervision engineer safeguards team, who then forwarded to the contractor Site Manager	The contractor received the report and will do follow-up investigations at the water source.	The contractor conducted the water quality test and no indication of contamination observed at the source as claimed. However, the contractor will provide 6 x water tanks as goodwill support, not of the claimed contaminated water source.	Grievance	The issue was resolved.
105	Malaita Province	Bridges	Male	AP	Lot2	15/04/2025	1- Affected Party	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Five (5) local workers at the Lot2 bridge raised complaint for pay rise.	Ruth Taupiri	Contractor CLO	15/04/2025	Contractor's Site Manager	15/04/2025	The matter was reported to the supervision engineer safeguards team, who then forwarded to the contractor Site Manager	The contractor received the report and will consider the case.	An outcome was reach and the contractor increase the pay of the workers who performed to standard.	Complaint	The issued was resolved on the 20/04/2025.
106	Malaita Province	Bridges	Male	AP	Lot2	16/04/2025	1- Affected Party	4 - Verbal Complaint	[3] Work Place	[5] Construction	1	A community member of Bira raised a complaint to the contractor for damaging his assets/banana/crops	Project Manager	Project Manager	16/04/2025	Contractor's Site Manager	16/04/2025	The matter was reported to the contractor Site Manager for action.	The contractor received the report and will consider the case.	The case AP was compensated for his 10 x banana plants as claimed.	Complaint	The issued was resolved on the 6/05/2025
107	Malaita Province	Bridges	Male	AP	Lot1	11/04/2025	1- Affected Party	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A member of the Ulisiana tribe raised a complaint against two(2) persons who shown interest in the laydown area at Kolole 1 and 2. The complainant urged the contractor not to listened to any other individuals apart from his tribe and CAC members.	Bartholomew Wanegu	Member of Ulisiana tribe	11/04/2025	Contractor's Site Manager	11/04/2025	The matter was raised through PST office in Honiara.	The contractor received the report. It is noted that the area also under the church, so church also claim right over the laydown area.	The supervision engineer and contractor meet with the AP and explained that no any agreement was signed with the other party(two person) as claimed. The complainant apologised for misunderstanding and not getting the both side of the story.	Grievance	The issue was resolved on 30/04/2025. The overall arrangment is still pending between party 1 and the Church.
108	Temotu Province	Airport	Male	AP	Santa Cruz	01/04/2025	2-Intermediary (on behalf of the public)	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A local worker raised a complaint concerning the issue of communication with the international supervisors. Some international supervisors do not speak english so proper to use sign langauge to avoid confusion at workplace.	Henry Teli	CLO	01/04/2025	Contractor's Site Manager	01/04/2025	The matter was raised to the supervision consultant.	The contractor received the report and will consider the case.	The supervision engineer and contractor agreed to ensure sign language used by supervisors at site- for ease of communications	Complaint	The issue was resolved .
109	Temotu Province	Airport	Male	AP	Santa Cruz	08/04/2025	2-Intermediary (on behalf of the public)	7- Media	[3] Work Place	[4] Contractor	1	A local of Lata, Santa Cruz raised a complaint to the media (In-Depth Solomon News) concerning the claim that the contractor causes environmental pollution at the construction site, leading to the marine lives killed, including fish and be-che de mer . Also made claims that assets compensation not fully addressed by MCA and contractor. A followup consultations was conducted by the supervision consultant and the contractor to verify the news as no such environmental damage was seen at site as claimed. The person leaking the news apologised for reporting to the media, stating, the contractor never listens to his complaints thats why he go to the media.	IN-Depth Solomons News	News Media	08/04/2025	Contractor's Site Manager	08/04/2025	The matter was raised through PST office in Honiara.	The contractor received the report and will consider the case.	The supervision consultant and contractor meet with the AP and explained that no such environmental damage as claimed observed at site. No fish killed observed, and no oil spill observed. The AP apologised for misleading the public on the issue.	Grievance	The issue was resolved on 24/04/2025.
110	Temotu Province	Airport	Male	AP	Santa Cruz	24/04/2025	2-Intermediary (on behalf of the public)	4- Verbal complaint	[3] Work Place	[4] Contractor	1	A local of Lata, Santa Cruz raised a complaint to the contractor concerning its workers (Internationals) were seen picking shells at the adjacent construction site. Call on contractor to stop workings picking shells at nearby beaches as those are under customary land, not MCA land.	Henry Teli and Daisy Menaga	CLO	24/04/2025	Contractor's Site Manager	24/04/2025	The matter was raised through Egis during community consultations.	The contractor received the report and will advise all workers to refrain from picking shells, both within and outside of MCA land.	The supervision consultant and contractor discuss with the workers on th issue.	Complaint	The issue was resolved on 24/04/2025.
111	Temotu Province	Airport	Male	AP	Santa Cruz	09/05/2025	2-Intermediary (on behalf of the public)	4 - Verbal Complaint	[5] Assets compensation	[3] Compensation	4	A local of Santa Cruz raised a complaint on behalf of the community who want their assets/trees to be compensated by the Ministry of Communication and Aviation(MCA). Also, call on MCA to consider access fee and environmental damage claim as part of the assets compensation.	Henry Teli and Daisy Menaga	CLO and SEAH officers		Director MCA	13/05/2025	The matter was raised through PST office in Honiara by the supervision engineer on the 13 May 2025.	The GRM was reported to supervision Engineer E&S team at site to follow up with the AP.	The MCA director is responding to the grievance in a form of letter. The letter is currently being draft, and will be responding to all the points raised.	Complaint	Resolved. Assets compensated on the 17/11/2025.
112	Western Province	Road	Male	AP	Noro	24/05/2025	1- Affected Party	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A local of Noro town raised a complaint to the contractor concerning a drunkard worker (Junior Kauvaka) who allegedly punched his son for no reason. The concerned worker also created disturbances in community and private property during working hours.	Mr Homer Buendia	ESS supervisor	09/05/2025	Contractor's Site Manager	24/05/2025	The matter was raised through to the contractor site supervisor	The GRM is recorded for follow up action on the issue raised.	The site maanger issued two (2) written warnings to the accused for violation to the contractor's code of conduct.	Complaint	The issue was resolved on the 26/05/2025.
113	Western Province	Road	Male	AP	Noro	24/05/2025	1- Affected Party	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	Two security officers raised complaint concerning the nonpayment of their salary because they were under investigation for the missing batteries in the camp. The two security officers were on duty when the items went missing.	Mr Homer Buendia	ESS supervisor	24/05/2025	Contractor's Site Manager	24/05/2025	The matter was raised through to the contractor site supervisor	The GRM was reported to supervision Engineer E&S team at site to follow up with the AP.	The ES supervisor discussed with the Admin team and request for the release of the two (2) security officers salary whilst the investigation is conducted. The salary of two security released on the same day and the batteries were later found in a location close to the contractor's camp.	Complaint	The issue was resolved on the same day, 24/05/2025.
114	Malaita Province	Bridges	Male	AP	Bira	27/04/2025	2-Intermediary (on behalf of the public)	1- Letter	[3] Work Place	[4] Contractor	1	The CAC secretary wrote a letter (27/04/2025) on behlaf of the community- raising the issue of water contamination and spring water dried up- and claimed its all due to the bridge contruction at site. The letter demand for 12 x water tanks to be purchased for the communities, Bira and Alarua. The matter was emailed to WB on the 18/06/2025.	Mr Abraham Tolaino	CAC secretary	24/05/2025	Contractor's Site Manager	27/04/2025	The matter was raised to MD, Egis followed up on the 23/06/2025.	The GRM was reported to supervision Engineer E&S team at site to follow up with the AP.	The issue is with MD and still not responded to, Egis to follow-up.	Grievance	Agreed on and is progressing with the contractor. See item #123.
115	Malaita Province	Bridges	Male	AP	Lot2	13/05/2025	2-Intermediary (on behalf of the public)	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	The locals of Alarao are not happy with the outcome of the water source issue and demand the contractor to employee some boys fom their communities.	Ruth Taupiri	CLO	27/04/2025	Contractor's Site Manager	13/05/2025	The matter was raised to the contractor -Project Manager.	The GRM was reported to Project Maanger at site to follow up with the AP.	The issue is with the contractor to address	Complaint	Resolved
116	Malaita Province	Bridges	Male	AP	Lot2	13/05/2025	2-Intermediary (on behalf of the public)	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	The locals of Kwaraekwa are requesting the contractor work on levelling the ground for the site identified for a church building.	Ruth Taupiri	CLO	13/05/2025	Contractor's Site Manager	13/05/2025	The matter was raised to the contractor -Project Manager.	The GRM was reported to Project Maanger at site to follow up with the AP.	The issue is with the contractor to address	Complaint	Resolved
117	Malaita Province	Bridges	Male	AP	Lot2	17/05/2025	2-Intermediary (on behalf of the public)	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	The locals of Lot2 bridge raised a complaint concerning the location of the contractor's toilet is very close to a residence, less than 10 meters. Request the contractor to consider relocating the toilet.	Ruth Taupiri	CLO	13/05/2025	Contractor's Site Manager	17/05/2025	The matter was raised to the contractor -Project Manager.	The GRM was reported to Project Maanger at site to follow up with the AP.	The issue is with the contractor to address	Complaint	Resolved

118	Temotu Province	Airport	Male	AP	Santa Cruz	09/05/2025	1- Affected Party	4 - Verbal Complaint	[3] Work Place	[4] Contractor	1	A local worker raised a complaint that his NPF is still not paid and demand an explanation from the management.	Mike Ma and Simpson Mewa	ESS supervisor	17/05/2025	Contractor's Site Manager	29/05/2025	The matter was raised through to the contractor managment	PST learned of the grievance (letter) after receiving an email from WB on the 20/06/2025.	The contractor representative explained that all NPF payments are already paid and process. They have all the records to verify.	Complaint	The issue was resolved on the same day.
119	Western Province	Road	Male	AP	Noro	11/06/2025	1- Affected Party	6 - Email	[3] Work Place	[] Contruction	1	A local resident of Noro town raised a complaint to the contractor concerning the bus bay constructed on the access to his private property, obstructing his access.	Mr Homer Buendia	ESS supervisor	29/05/2025	Contractor's Site Manager	11/06/2025	The matter was raised through to the contractor Manager and supervision engineer.	The GRM was reported to supervsion Engineer E&S team at site to follow up with the AP.	The supervsion engineer discussed the issue with contractor and PST. PST advised not to obstruct the access by providing option for relocating the bus bay away from the access.	Complaint	The supervison engineer team and the contractor discussed with the AP and confirmed the bus bay will be relocated away from his property access. The issue was resolved on 19/06/2025.
120	Malaita Province	Bridges	Male	AP	Lot2-Bira	10/06/2025	2-Intermediary(on behalf of the public)	4 - Verbal Complaint	[3] Work Place	[5] Construction	1	A local of Lot2 bridges raises a complaint about dust at the Batching plant. He asked the contractor to install additional measure to control dust blow to the nearby communty.	Ruth Taupiri	CLO	11/06/2025	Contractor's Site Manager	10/06/2025	The matter was raised through to the contractor Manager and supervision engineer.	The GRM was reported to supervsion Engineer E&S team at site to follow up with the AP.	The contractor actiond the request by installaing dust controls at the vicnity of the batching plant.	Complaint	Resolved.
121	Malaita Province	Bridges	Male	AP	Lot1-Kolofe	11/06/2025	2-Intermediary(on behalf of the public)	4 - Verbal Complaint	[3] Work Place	[3] Compensation	1	The landowner of the landing site at Lot2 raised a complaint regarding the payment as per the agreement with the contractor. The due date for payment already lapse and the AP request contractor for update.	Ruth Taupiri	CLO	10/06/2025	Contractor's Site Manager	11/06/2025	The matter was raised through to the contractor Manager and supervision engineer.	The GRM was reported to the contractor for followup.	The contractor paid the amount as per the contract.	Complaint	Resolved.
122	Malaita Province	Bridges	Male	AP	Lot2-Bira	17/06/2025	2-Intermediary(on behalf of the public)	4 - Verbal Complaint	[3] Work Place	[3] Compensation	1	A local representative of Bira and Alarua request for finacial support from the contractor to meet sea fare for two village member to travel to Honiara to follow up with the Rotomould Tanks.	Ruth Taupiri	CLO	11/06/2025	Contractor's Site Manager	17/06/2025	The matter was raised through to the contractor Manager and supervision engineer.	The GRM was reported to supervsion Engineer E&S team at site to follow up with the AP.	The contractor provided financial support to meet the expenses of the community rep to travel to Honiara. This is part of the community support.	Complaint	Resolved.
123	Malaita Province	Bridges	Male	AP	Lot2-Bira and Alarua	24/06/2025	2-Intermediary(on behalf of the public)	1 - Letter	[3] Work Place	[3] Compensation	1	A local representative of Bira and Alarua sent a letter to WB- raising issue of water source contamination and claim of $80,700 for 6 x 10,000L water tanks.	Joshua Torenn	PST- NSSS	17/06/2025	Contractor's Site Manager	18/06/2025	Egis raised the complaint to the contractor for action.	The GRM was reported to supervsion Engineer E&S team at site to follow up and do monitor the water source.	The contractor purchased 6 x 5000L water tanks for the two communties concerned. Contractor alos support in constructing tank bases.	Grievance	Resolved.
124	Malaita Province	Bridges	Male	AP	Lot1-Kolofe	26/06/2025	1- Affected Party	4 - Verbal Complaint	[2] Construction site	[2] Land Access	1	A landowner of the quarry site for Lot1 issued a 'Stop Notice' to the contractor through the DNS & Partners Law firm for outstanding isssue to sort out.	Wendy	Egis- E&S	18/06/2025	Contractor's Site Manager	26/06/2025	The issue was raised to Egis E&S team on the 26/06/2025.	The GRM was reported contractor manager for action on the same day.	The issue was addressed by the contractor and quarry operation was stopped by the contarctor Manager	Grievance	Resolved.
125	Malaita Province	Bridges	Male	AP	Lot1-Kolofe	28/06/2025	1- Affected Party	4 - Verbal Complaint	[2] Construction site	[2] Land Access	1	A local of Lot1- Kolofe advise the contractor to not dump the waste soil into the tribal land.	Wendy	Egis- E&S	26/06/2025	Contractor's Site Manager	28/06/2025	The issue was raised to the the contractor on the 28/06/2025.	The GRM was reported contractor manager for action on the same day.	The issue was addressed by the contractor and no waste soil disposed at the area of concerned	Complaint	Resolved.
126	Malaita Province	Bridges	Male	AP	Lot1-Kolofe	28/06/2025	2-Intermediary(on behalf of the public)	4 - Verbal Complaint	[2] Construction site	[2] Land Access	1	A local of Lot1- Kolofe claimed for ownertship over the	Wendy	Egis- E&S	28/06/2025	Contractor's Site Manager	28/06/2025	The issue was raised to the the contractor on the	The GRM was reported contractor manager for action on	Contractor Manager is aware and ceased operations at	Grievance	Resolved.
127	Malaita Province	Bridges	Male	AP	Lot1-Kolofe	30/06/2025	Affected person	4 - Verbal Complaint	[2] Construction site	[7] Call on contractor to level his private area	1	A local of Lot1- Kolofe call on the contractor to do his private job- levelling his area.	Wendy	Egis- E&S	28/06/2025	Contractor's Site Manager	30/06/2025	The issue was raised to the the contractor on the same day	The issue was reported contractor manager for decision	Contractor Manager advised the operator to level the area of concerned.	Complaint	Resolved
128	Temotu Province	Airport	Male	AP	Santa Cruz	13/06/2025	2-Intermediary(on behalf of the public)	4- Verbal complaint	[3] Work Place	[4] Contractor	1	A local worker raised a complaint concerning his contract as he was laid off without a written notice due to no fuel availble for work.	Simpson	E&S specialist	13/06/2025	Contractor's Site Manager	13/06/2025	The issue was raised to the the contractor management on the same day for action.	The contractor to provide update to the worker concerned.	Contractor Manager explained the reason for being laid off is due to fuel shortage, so the contractor is doing its cost- cutting measures to manage its workers on the available fuel. Fuel expected to to arrive from Honiaraon	Complaint	Resolved
129	Temotu Province	Airport	Male	AP	Santa Cruz	16/06/2025	2-Intermediary(on behalf of the public)	4- Verbal complaint	[3] Work Place	[4] Contractor	1	A local worker raised complaint on behalf of workers that some workers were not provided with lunch. At times, the workers were not provided with resting time duirng lunch hours.	Simpson	E&S specialist	16/06/2025	Contractor's Site Manager	16/06/2025	The issue was raised to the the contractor management on the same day for action.	The contractor take note of the complaint and will repsond accordingly after discussed wit the site supervisors.	Contractor responded that all workers are advised to provide their own plates, as no disposal plates will be used. For the resting hours, supervsiors were reminded on this.	Complaint	Resolved
130	Guadalacanal	ARFF	Male	Worker	Honiara	16/07/2023	5 - Worker	4- Verbal complaint	[3] Work Place	[4] Contractor	1	A local worker raised complaint concerning PPES- his request for new pants was rejected at the warehouse/contractor.	Wendy	E&S specialist	16/07/2025	Contractor's Site Manager	16/07/2025	The issue was reportd to the E&S specialit (Egis) and reported the matter to the the contractor management on the same day for action.	The contractor take note of the complaint and will repsond accordingly.	Contractor yet to provide new PPEs to all workers	Complaint	Resolved
131	Guadalacanal	ARFF	Male	Worker	Honiara	19/07/2023	5 - Worker	4- Verbal complaint	[3] Work Place	[4] Contractor	1	A local worker raised complaint concerning PPES- his request for new safety boots and was rejected at the warehouse/contractor.	Wendy	E&S specialist	19/07/2025	Contractor's Site Manager	19/06/2025	The issue was reportd to the E&S specialit (Egis) and reported the matter to the the contractor management on the same day for action.	The contractor take note of the complaint and will repsond accordingly.	Contractor yet to provide new PPEs to all workers	Complaint	Resolved
132	Western Province	Road	Male	AP	Noro	02/04/2025	1- Affected Party	1 - Letter	[3] Work Place	[2] Land Access	1	A FTE owner in Noro raised his grievance to the CoL- via a letter concerning the COC road. He claimed the land used for public access falls under the land tiile of his family member and want to consult MID and MLHS to clarify the matter.	Joseph	NESO	02/04/2025	Contractor's Site Manager	02/04/2025	The issue was reportd to PST via email by the MID and CoL- MLHS	The matter was relayed to PST and Supervsion engineer, as the matter of COC road is under discussion with the AP and the CoL-MLHS.	PST is liaising with the Ministry of Lands for proper valuation of the assets and to pay the compensatation accordingly. Egis to advise contractor to stop work on the COC until an agreement is signed and compensation duly paid to the AP.	Grievance	Compensation of assets is pending with MID.
133	Western Province	Road	Male	AP	Noro	06/08/2025	1- Affected Party	6 - Email	[3] Work Place	[2] Land Access	1	A local of Noro raised a complaint by sendinga follow up email to PST concerning his fruit trees that were cleared by the contractor for the UXO survey without paying the assets compensation as per the SIRAP- RP requirements. This is part of the COC Road grievance under item #132 above.	Joseph	NESO	06/08/2025	Contractor's Site Manager	06/08/2025	The issue was reportd to PST via email by the AP.	The contractor take note of the complaint and will stop all work for the COC road.	PST is liaising with the Ministry of Lands for proper valuation of the assets and to pay the compensatation accordingly. Egis to advise contractor to stop work on the COC until an agreement is signed and compensation duly paid to the AP. The due date for the COC road lapsed on 21Oct25 and now removed from the contractor's contract.	Grievance	See item #132 above.
134	Malaita Province	Bridges		AP	Lot1-Kolofe	05/07/2025	1- Affected Party	4- Verbal complaint	[3] Work Place	[4] Contractor	1	Locals of Kolofe raised a complaint concerning their nurse acoomodation that will be affected by the bridge construction. The contractor will shifted the structure out from the construction site. The building is said to be loacted outside of the ROW.	Wendy	E&S specialist	05/07/2025	Contractor's Site Manager	05/07/2025	The issue was reported to PST via monthly report.	The contractor take note of the complaint and will prioritise shifting the structure to a secure, safe location before work proceeds.	The structure is located outsides of the ROW and will not be compenated. The shifting of structure is solely for safety reasons.	Complaint	Agrreed on and is progressing
135	Malaita Province	Bridges	Male	AP	Lot1-Kolofe	23/07/2025	1- Affected Party	4- Verbal complaint	[3] Work Place	[4] Contractor	1	Two local workers raised complaint concerning their alleged nonpayment of over time hours. They calimed their overtime hours not appropriately paid.	Wendy	E&S specialist	23/07/2025	Contractor's Site Manager	23/07/2025	The issue was reported to PST via monthly report.	The supervsion consultant take note of the issue and reported to the contractor management for consideration and action.	The contractor managememt responded that the salary calculation was basd on the hours work- as per the daily timesheet. Contractor management responded that if not happy, better to see the management for a recalculation.	Complaint	Resolved
136	Malaita Province	Bridges	Female	AP	Lot1-Kolofe	23/07/2025	2-Intermediary(on behalf of the public)	4- Verbal complaint	[3] Work Place	[4] Contractor	1	The nurse in Kolofe raised a complaint to the contractor concerning the blocking of the clinic access road by the contractor- with the construction materials.	Wendy	E&S specialist	23/07/2025	Contractor's Site Manager	23/07/2025	The issue was reported to PST via August monthly report.	The supervsion consultant take note of the issue and reported to the contractor management for action.	The contractor ressponded and removed the construction materials along the clinic road access.	Complaint	Resolved 23/07/2025.
137	Malaita Province	Bridges	Male	AP	Lot2-Bira	15/09/2025	1- Affected Party	1- Letter	[3] Work Place	[4] Contractor	1	Two local tribes claimed over the quarry site at Alarua (Lot2 bridges). The case had gone through local court way back in June 2010 and the Alarua group took the decision for primary rights/ownership. However, the other group claimed the secondary right. As of 4 Sept 2025, the group with secondary right(Mr Frank Billy) submitted this claim ownership over the quarry site to the contractor CCECC. A local lawayer (Primo Afeau) represent Mr Frank Billy. On the 11Sept25, the Alarua Group (primary owner) drafted a letter to the contractor, advise not to release payment to Mr Frank Billy. The Alarua group was also represented by another local lawyer- Pacific Chamber & soliciters.	Liu Baodong	Project Manager CCECC	24/07/2025	Contractor's Site Manager	15/09/2025	The issue was reported to PST via email on the 15 September 2025	The supervsion consultant take note of the issue and reported to PST for advise. PST forwarded the matter to MID, and MID forward to Attorney General's office on 8/10/2025 for advise.	The PST discuss the matter with MID for decision. From the documents provided by both parties, the case is still pending under the Malaita Local court. Both parties agreed to settle the matter outside- allowing the quarry extraction to proceed. However, from the Attorney General's advice received on 27/10/25, the case is still pending and the contractor agreement for extraction with one party on 7/11/24 is void. No extraction to be conducted at the said quarry site. Contractor take note and will consider options for quarry source. This concerned quarry site was struck out of their option.	Grievance	This case is closed on the 27/10/2025.
138	Malaita Province	Bridges		AP	Lot1	01/08/2025	1- Affected Party	4- Verbal complaint	[3] Work Place	[4] Contractor	1	Workersof Lot1 raised complaints concerning salary scale and lack of contractors for workers.	Wendy	E&S specialist	01/08/2025	Contractor's Site Manager	01/08/2025	The issue was forwarded to the contractor mangement for consideration and action	The supervsion consultant take note of the issue and reported to the contractor management for action.	The contractor responded and adjsuted the salary of concerned workers and the contracts were signed.	Complaint	Resolved 04Aug2025.
139	Malaita Province	Bridges		AP	Lot1	06/08/2025	2-Intermediary(on behalf of the public)	4- Verbal complaint	[3] Work Place	[4] Contractor	1	The community of Kolofe raised complaint to the contractor to provide slab for their clinic building.	Wendy	E&S specialist	06/08/2025	Contractor's Site Manager	06/08/2025	The issue was forwarded to the contractor mangement for consideration and action	The supervsion consultant take note of the issue and reported to the contractor management for action.	The contractor responded and provide the construction materials for the construction of the clinic slab.	Complaint	Agreed on 06Aug2025 and is progressing.
140	Malaita Province	Bridges		AP	Lot1	11/08/2025	1- Affected Party	4- Verbal complaint	[3] Work Place	[4] Contractor	1	The owners of a shop in Lot 1 (Cost U Less shop)- Mr Elam Arutaki and Joseph Bonuai requested for the portion of assets compensation to the affected asset/structure that was demolition, as they were the ones using the space for a shop.	Wendy	E&S specialist	11/08/2025	Contractor's Site Manager	11/08/2025	The issue was forwarded to the contractor mangement for consideration and action	The supervsion consultant take note of the issue and reported to the contractor management for action. The contractor discussed the matter with the property owner about thhe grievance of the shop tenants. The owner of the property agreed to discuss with the tenanst and sorted the sisue among themsleves.	The contractor responded and pay full compensation to the AP at a replacement cost. The propertry owner consulated the tenant and sorted the issue amicably through token of payment.	Grievance	Resolved 23Sept2025.
141	Malaita Province	Bridges		AP	Lot2	11/08/2025	2-Intermediary(on behalf of the public)	4- Verbal complaint	[3] Work Place	[4] Contractor	1	A worker of CCECC raised a grievance on behalf of the community- concerning the ecological disruptions to the mangroves habitat caused by the steel culverts used in the bridge construction	Wendy	E&S specialist	11/08/2025	Contractor's Site Manager	11/08/2025	The issue was forwarded to the contractor mangement for consideration and action	The supervsion consultant advises the contractor to respond to the issue on a timely basis.	The contracttor responded by adding additional culvert pipes to improve water flow. Following this, water levels have stabilized, and flow more easily and teh mangroves patches now restored. During the CAC meeting on25Oct25, the locals provided a positive feedback and they were satisfied with the outcome.	Complaint	Resolved 30Aug2025.
142	Malaita Province	Bridges		AP	Lot1	11/08/2025	1- Affected Party	7- GRS- World Bank	[3] Work Place	[4] Contractor	1	A local of Kolofe registered a grievance through the WB GRS- complaining about the affected shop- Cost-U -Less that have been affected by the bridge construction. Also raised the issue of safety and called on the contractor to support the owner shifted the structure to a new site.	Naoki	TTL-WB	03/09/2025	PST and EGIS Safeguards Team	03/09/2025	The issue was forwarded to the supervsion consultant and the contractor mangement for consideration and action	The supervsion consultant take note of the issue and reported to the contractor management for action.	The contractor paid 50% of the total (SBD$20,000) to the AP on 24/09/25. The remaining to be paid at a later date.	Grievance	Resolved
143	Malaita Province	Bridges		AP	Lot2	12/08/2025	1- Affected Party	4- Verbal complaint	[3] Work Place	[4] Contractor	1	A local of Lot2 bridges raises a complaint about dust from passing project vehicles.	Wendy	E&S specialist	12/08/2025	Contractor's Site Manager	12/08/2025	The issue was forwarded to the contractor mangement for consideration and action	The supervsion consultant take note of the issue and reported to the contractor management for action.	The contractor is yet to respond to this grievance	Complaint	Resolved 12Aug2025.
144	Western Province	Road	Male	AP	Noro	07/08/2025	1- Affected Party	4- Verbal complaint	[3] Work Place	[5] Construction	1	A local of Noro (Baru Road) raised a complaint concerning the outlet of the drainage in his property, concerned that roadside debris will be washed into his property during periods of heavy rain.	Wendy	E&S specialist	07/08/2025	Contractor's Site Manager	07/08/2025	The issue was forwarded to the contractor mangement for consideration and action	The supervsion consultant take note of the issue and advise the contractor management for action.	The contractor responded with the implementaion of mitigation measures to control debris from entering the property by installimg a net at the exit/opening of the drainage.	Complaint	The issue was resolved 8 Aug2025.
145	Western Province	Road	Male	AP	Noro	19/08/2025	1- Affected Party	4- Verbal complaint	[3] Work Place	[5] Construction	1	A local of Noro (Fergusion Road) raised a complaint concerning the survey marks for the drainage outlet in his property, concerned that roadside debris will be washed into his property during periods of heavy rain.	Wendy	E&S specialist	19/08/2025	Contractor's Site Manager	19/08/2025	The issue was forwarded to the contractor mangement for consideration and action.	The supervsion consultant and the contractor E&S team take note of the issue and consulted the AP concerning the proposed drainage.	The contractor responded with the mitigation measures - the drainage will not enter the property as per the survey marks.	Complaint	The issue was resolved 20 Aug2025.
146	Western Province	Road	Male	Workers	Noro	01/09/2025	Affected workers	1- Letter	[3] Work Place	[5] Construction	1	Ten (10) local workers raised complaint concerning their employment status, including late lunch break, issue with their overtime rate, and termionation of contract without warning.	Wendy	E&S specialist	19/08/2025	Contractor's Site Manager	01/09/2025	The issue was forwarded to the contractor mangement for consideration and action.	The supervsion consultant advises the contractor of the issue and to address the letter sreceived from the 10 x workers.	The contractor responded and scehduled a meeeting with the workers conccerned on the 5/09/2025. The contractor to provide evidence of the payslips to the workers and will pay 1 month notice to the workers terminated.	Complaint	The issue was resolved on 9 Sept2025.
147	Western Province	Road	Male	AP	Noro	31/08/2025	1- Affected Party	4- Verbal complaint	[3] Work Place	[5] Construction	1	A local of Noro (Fergusion Road) raised a complaint to the Supervision consultant engineer, stated the contractor stored waste oil and branches of trees from road clearance in his property. Also gravel stockpile placed in his area.	Wendy	E&S specialist	19/08/2025	Contractor's Site Manager	01/09/2025	The issue was forwarded to the contractor mangement for consideration and action.	The supervsion consultant advises the contractor of the issue and to consult the AP and removethe materials stored in his property.	The contractor responded deployd a loader and an excavator to clear the area. The waste oil drums, tree branches and the gravel stockpiled were remeoved by the contractor on the 1/09/2025.	Complaint	The issue was resolved on 1/9/2025
148	Temotu Province	Airport	Male	AP	Santa Cruz	14/07/2025	1- Affected Party	4- Verbal complaint	[3] Work Place	[3] Compensation	4	The tree owners of Nela point raised complaint on the rates of trees to be compensated using the MAL rate is too low. They request MCA to consider the rate concerning the fruit trees are their livelihoods	Jaysie	E&S specialist	14/07/2025	MCA, PST and EGIS Safeguards Team	14/07/2025	The issue was forwarded to MCA for consideration.	The supervsion consultant and the contractor advises the APs that the MCA is responsible for assets compensation and the rate will be determined by MCA, not contractor. MCA use the Ministry of Agricuture and Forestry rates.	The trees at Nela point will not be cleared as initially marked. Only trees along the runway will be cleared and compensated by MCA. This is work in progress.	Complaint	Pending for decision from MCA.

149	Temotu Province	Airport	Male	AP	Santa Cruz	15/07/2025	2-Intermediary(on behalf of the public)	4- Verbal complaint	[3] Work Place	[] Construction	1	A local of Lata raised an issue of recruitment, now that airport is progressing to its peak construction phase. When will the promised recruitment will be materialised?	Jaysie	E&S specialist	15/07/2025	MCA, PST and EGIS Safeguards Team	14/07/2025	The issue was forwarded to the contractor for consideration.	The contractor responded by recruiting new locals in construction and also traffic wardens.	New workers engaged.	Complaint	The issue was resolved 18 July 2025.
150	Temotu Province	Airport	Male	AP	Santa Cruz	22/08/2025	1- Affected Party	1- Letter	[2] Construction Site	[2] Land access	1	First group of landowners raised a complaint through a letter (dated 15/08/2025)- stating the contractor had mapped outside of the construction site- at the eastern seawall and claimed compensation if the construction proceeds outside of the MCA land.	Jaysie	E&S specialist	22/08/2025	MCA, PST and EGIS Safeguards Team	22/08/2025	The issue was forwarded to the supervsion consultant and the contractor for consideration.	The contractor called a meeting with the APs and the Temotu Provincial Government on the 27/08/2025 and clarified that the work will surely encroached outside of the MCA land boundary. MCA will sign a MOU with the landowning group.	The Landowners take note of the matter and agreed to allow the work to proceed as they will deal with MCA for the encroachment as per the survey markings. Supervsion consultant reiterated that any land matters wil have to be deal with MCA through a MOA to be signed. Contractor is not responsble for land relate matters.	Grievance	Resolved
151	Temotu Province	Airport	Male	AP	Santa Cruz	18/09/2025	1- Affected Party	1- Letter	[2] Construction Site	[2] Land access	4	A second group of landowners (Melevi customary land) raised a complaint through a letter of the same land under item 149- stating that they are the rightful landowners of the eastern seawall area and claimed compensation and enviornmental damamge on the 700msquare area outide of the MCA land.	Jaysie	E&S specialist	18/09/2025	MCA, PST and EGIS Safeguards Team	18/09/2025	The issue was forwarded to the supervsion consultant and the contractor for consideration.	The contractor forwarded the issue to the spervsion consultant and then to PST/MCA. MCA will sign a MOU with the group identified as genuine landowning group, as now 2 xparties showded interest in the area of the encroachment.	An MOA was signed between MCA and landowners on the 28Nov25.	Grievance	Resolved
152	Temotu Province	Airport	Male	AP	Santa Cruz	25/08/2025	1- Affected Party	4- Verbal complaint	[2] Construction Site	[2] Land access	1	A local of Lata raised a complaint to the contractor concerning the noises from the machines crushing the rocks for the crusher duirng the night. Surrounding community members cannot sleep because of the noise.	Jaysie	E&S specialist	25/08/2025	Contractor's Site Manager	25/08/2025	The issue was forwarded to the supervsion consultant and the contractor for consideration.	The supervsion consultant advises the contractor to consider the noise generated in the night shift works.	The contractor take note and stopped the crushing of rocks in the night.	Complaint	The issue was resolved25/08/2025.
153	Temotu Province	Airport		AP	Santa Cruz	08/09/2025	1- Affected Party	4- Verbal complaint	[2] Construction Site	[2] Land access	1	A grievance was received by the APs concerning the slow process/late payment of the assets/commercial/fruit trees that being cleared along the runway.	Jaysie	E&S specialist	08/09/2025	Contractor's Site Manager	08/09/2025	The issue was forwarded to the supervsion consultant and then to PST and MCA	PST and MCA acknowledge the grievance and pushing for the payment to be released asap.	The payment was raised by MCA finance and await formalities to be released.	Complaint	Resolved. Assets compensated on the 17/11/2025.
154	Temotu Province	Airport		AP	Santa Cruz	25/09/2025	2-Intermediary(on behalf of the public)	4- Verbal complaint	[2] Construction Site	[2] Land access	1	A local of Lata - Luova Raod raised a complaint concerning the Eastern end of the runwway being cleared for the seawall constrcution. They stated the area was previously used to relieve (toliet) themselves,and seeing the work done there, they will no longer access the area so requesting the contractor to provide them septic systems.	Jaysie	E&S specialist		Contractor's Site Manager	25/09/2025	The issue was forwarded to the supervsion consultant and then to the contractor.	The supervsion consultant advises the contractor to consider the issue.	The contractor work will only be temporary.	Complaint	Resolved
155	Guadalacanal	ARFF	Male	Worker	Honiara	15/09/2025	5 - Worker	4- Verbal complaint	[3] Work Place	[4] Contractor	1	A local worker raised a complaint to the CLO that he has been employed as a general work for 8 months already. He submitted his application to the management for a job under electrical, as he is graduated with certificate in Electrical.	Allan Tonafalea	CLO	15/09/2025	Contractor's Site Manager	15/09/2025	The issue was forwarded to the contractor administration for consideration.	The contractor take note of the grievance.	The contractor explained to the concerned worker that only general workers required at the moment, no job under elactrical is available. Will advise if the need arises.	Complaint	The issue was resolved on the 16/09/2025
156	Malaita Province	Bridges		AP	Lot1	15/09/2025	1- Affected Party	4- Verbal complaint	[3] Work Place	[4] Contractor	1	A local worker of Lot1, engaged as a security officer raised a complaint concerning his salary deduction- as related to the kitchen theft case.	Wendy	E&S specialist	15/09/2025	Contractor's Site Manager	15/09/2025	The issue was forwarded to the contractor administration for consideration.	The contractor take note of the grievance.	The contractor explained to the concerned worker that as a security officer, he is responsible for providing security for the contractor, but he failed to protect the compund, plus he did not reported the incident on time.	Complaint	The issue was resolved on the 16/09/2025
157	Guadalacanal	ACB		Worker	Honiara	15/09/2025	2-Intermediary(on behalf of the public)	4- Verbal complaint	[3] Work Place	[4] Contractor	1	A local of the community adjacent to the contractor's camp raised a complaint concerning the stagnant water from a drainage in the contractors camp which emitted bad odour.	Wendy	E&S specialist	15/09/2025	Contractor's Camp Manager	15/09/2025	The issue was forwarded to the contractor management for consideration.	The contractor advised the camp and Maintenance team to rectify the stagnant water issue.	The contractor workers cleaned the drainage and allow the water to flow.	Complaint	The issue was resolved on the 16/09/2025
158	Guadalacanal	ACB		Worker	Honiara	15/09/2025	2-Intermediary(on behalf of the public)	4- Verbal complaint	[3] Work Place	[4] Contractor	1	A local at the Dalgro Residence raised a compliant of dust along the acccess road caused by contractor machines.	Wendy	E&S specialist	15/09/2025	Contractor's Manager	15/09/2025	The issue was forwarded to the contractor management for mitigation measures.	The contractor advised the operator of the water tank to spray the road at least 2 x times/week.	The contractor workers continues to suppress the dust through the use of water truck.	Complaint	Resolved
159	Guadalacanal	ACB		Worker	Honiara	29/09/2025	5 - Worker	4- Verbal complaint	[3] Work Place	[4] Contractor	1	A local raised complaint for not providig timesheets to properly record the hours of work.	Wendy	E&S specialist	29/09/2025	Contractor's Manager	29/09/2025	The issue was forwarded to the contractor management for consideration.	The contractor take note of the grievance.	The contractor provide the timesheet that record the clock in/clock out for workers.	Complaint	The issue was resolved on the 30/09/2025
160	Guadalacanal	ACB/ARFF		Worker	Honiara	24/10/2025	5 - Worker	4- Verbal complaint	[3] Work Place	[4] Contractor	1	5 x Local workers engaged under ACB (3 workers) and ARFF (2 workers) raised compliant concerning the lack of transportation provided for workers who work up to 9pm. They requested the contractor to consider their safety and to provide them transport home after work at 9pm when the shift ends.	Joshua Torenn	NSSS	24/10/2025	Contractor's Manager	24/10/2025	The issue was raised during the joint site inspection. Raised by the contractor CLO on behalf of the APs.	PST disscussed the matter to Supervison consultant and contractor OHS specialist for consideration and action. The issue was also raised in the Joint inspection report.	The contractor responded by only engaged workers who residing nearby for the late night shift, the workers who residing far from project site to finish off at 5pm.	Complaint	Resolved.
161	Malaita Province	Bridges		AP	Lot1	07/11/2025	5-Tribal Representative	1- Letter	[3] Laydown area	[4] Contractor	1	A tribal representative of Lilisiana tribe, North Malaita raised complaint concerning the land that is used for laydown area at Lot1. The tribe is representd by L&L lawyers, who gave a 14 day written notice for the contractor to review the agreement signed with the Church, or else a compensation of $500,000 will have to be paid to the tribe.	Joshua Torenn	NSSS	10/11/2025	Supervision consultant	10/11/2025	The issue was originally raised on the 11/04/2025 by another tribal rep- Batholomew Wanega. See Item # 107 above. The matter was resolved back then. Now, the same issue resurface and is represented by another Tribal member- Mr Edwin Fitali. The issue was forwarded to Egis and contractor to discuss with the other parties- Anglican Church and another party.	PST disscussed the matter to Supervison consultant E&S specialist for consideration and action. A meeting was convened at site on the 27/11/2025 attended by MID, PST, Egis and contractor and discussed the item.	The supersvion consultant yet to provide feedback on this matter. MID clarified the issue and the APs agreed to revoke the letter sent to Ags office. And instead agreed for a Token of appreciation of $5000 to both parties concerned. This is progressing with MID.	Grievance	In progress.
162	Temotu Province	Airport	Male	AP	Santa Cruz	25/08/2025	1- Affected Party	4- Verbal complaint	[2] Construction Site	[4] Contractor	1	A local of Lata, Santa Cruz (Mr. George West) raised an issue concerning his bee farm loacted close to quarry A - claiming to be affected by the dust generated from the quarry site- resulting in low productivity of his bee hive.	Joshua Torenn	NSSS	02/12/2025	Contractor's construction Manager	02/12/2025	The issue was raised to the SIACL safety officer who then reported to the Egis E&S specialist.	Supervison consultant E&S specialist reported the matter to the contractor and PST for considerations.	The contractor contacted the complainant to provide details of the grievance but the AP failed to provide. So this item was closed.	Complaint	Resolved.
163	Temotu Province	Airport	Male	AP	Santa Cruz	20/11/2025	1- Affected Party	1- Letter	[3] Commercial trees	[4] Contractor	4	A local of Lata, Santa Cruz (Mr. John Peter) raised an issue concerning the trees paid to the AP on the 14/11/2025. The complainant raised his concern through Public Solicitiors office in Lata, stating that he owned some trees in the area, but all paid to one party (Mr Ben Blamolly) of Venga. The complainant called on MCA to verify the number of trees paid to the AP, as he also owned commercial trees there.	Jaysie	E&S specialist	20/11/2025	MCA/PST	09/12/2025	The issue was raised to PST on the 9/12/2025 and forwarded to MCA director on the same day.	Supervison consultant E&S specialist reported the matter to the PST and to forward to MCA the responsible entity.	MCA provided feedback on the issue- and provided the valuation report and the compensation completed in 2025.	Grievance	Resolved.
164	Guadalacanal	ARFF	Male	Worker	Honiara	21/10/2025	5 - Worker	4- Verbal complaint	[3] Work Place	[4] Contractor	1	2 x local workers raised their complaint to the contractor CLO for not providing transport for workers after each shift. They shared their disagreement and request the contractor to address the complaint, as they represented all the workers affected.	Wendy	E&S specialist	21/10/2025	Contractor's construction Manager	21/10/2025	The issue was raised to the contractor management for considerations.	Supervison consultant E&S specialist reported the matter to the contractor for action.	Contractor (CRCEG) responded by only engaged workers who are residing close by for the late night shift, and those residing far to finish off t 5PM.	Complaint	Resolved.
165	Malaita Province	Bridges		AP	Lot1	24/12/2025	5-Tribal Representative	1- Letter	[3] Laydown area	[2] Land access	1	A tribal representative of Lilisiana tribe, North Malaita engaged a law form to stop the work at Kolofe bridge-Lot1. A high court order was issued on the 23rd Dec 2025 for the contractor (CCECC) to stop any work on the bridge construction. The L&L lawyer on behalf of the wrote a letterd drafted a letter dated 24/12/2025 to the contractor claiming $1,000,000 SBD for trespass and enviornmental damage.	Joshua Torenn	NSSS	24/12/2025	Supervision consultant	24/11/2025	The issue was originally raised on the 11/04/2025 by another tribal rep- Batholomew Wanega- see item #107 above. Later, the Lilisiana tribe also demand $500,000 with a 14 days notice via L&L lawyers on the 07/11/2025. See item #160 above. The matter was resolved back then. Now, the same issue resurface and the high court issued a Restrainimg order to stop all work at Kolofe.	PST raised the issue to MID. A meeting was convened at PST on the 08/1/2026 to discuss the matter and attended by MID, PST, Egis and contractor and discussed the item.	The matter is with the High Court to consider the options with L&L lawyers to allow the work to resume.	Grievance	In progress.
166	Temotu Province	Airport	Male	AP	Santa Cruz	15/12/2025	1- Affected Party	4- Verbal complaint	[3] Work Place	[3] Compensation	1	The tree owner of Santa Cruz (Cleared trees at Quarry A) raised complaint concerning lack of consultations/update from Project on the payment of the trees affected along the runway. Add on to that, the late payment of the trees by MCA raises a concern to the trees owners.	Jaysie	E&S specialist	15/12/2025	Contractor's construction Manager	15/12/2025	The complaint was forwaded to Egis team by contractor CLO. The matter was forwarded to MCA.	MCA received the complaint - await for the verification of the trees/list before compensation.	The matter is with MCA.	Complaint	Resolved
167	Temotu Province	Airport	Male	AP	Santa Cruz	24/12/2025	5 - Workers	4- Verbal complaint	[3] Work Place	[7] Others	1	The workers raised complaint concerning their diet that has not change for the past 2-3 weeks. Workers complained having rice and eggplants for the past 2-3 weeks and it raises a concern for them.	Jaysie	E&S specialist	24/01/2026	Contractor's construction Manager	24/12/2025	The complaint was forwaded to the contractor Management by the CLO. The workers not happy with the diet provided by the contractor to workers.	Egis followed up with the contractor to consider the complaint. The contractor actioned the complaint by changing the diet for all workers.	The matter was now resolved.	Complaint	Resolved.
168	Temotu Province	Airport	Male	AP	Santa Cruz	15/01/2026	1- Affected Party	1- Letter	[3] Work Place	[7] Others	2	The CAC chairman for santa Cruz submitted a letter- requesting the contractor to provide sitting allowance for all the CAC members.	Jaysie	E&S specialist	24/01/2026	Contractor's construction Manager	24/01/2026	The letter was addressed to Supervision consulatant E&S, not the contractor.	Egis forwarded the letter to the contractor to consider the complaint. It is understood that CAC members for all projets under SIRAP &SIRAP2 were not provided with sitting allowance- its part of community support and constribution.	The matter was discussed to the AP by Egis and contractor.	Complaint	Resolved.
169	Malaita Province	Bridges		AP	Lot2	09/02/2026	1- Affected Party	6 - Email	[3] Quarry site	[7] Site rehabilitation	1	A community member of Bira raised a complaint to the contractor for leaving the quarry site without rehabilitation. The excavated pit pose safety risks for the communities who resside close to the quarry area.	Jaysie	E&S specialist	10/02/2026	Contractor's construction Manager	10/02/2026	The letter was addressed to PST E&S, not the contractor.	PST forwarded the letter to the contractor to consider the complaint. It is understood that the contractor did not rehabilitate the site for saftey reasons as the quarry site is under dispute by two local tribes.	The matter is with Egis and contractor to resolve with the concerned community.	Complaint	In progress.
170	Temotu Province	Airport	Male	AP	Santa Cruz	27/01/2026	1- Affected Party	4- Verbal complaint	[3] Work Place	[7] Quarry C payment	1	The representative of the landowners of quarry C raised complaint concetherning delay in payment by the contractor.	Daisy and Simpson	E&S team	27/01/2026	Contractor's construction Manager	27/01/2026	The complaint was registered by the E&S team.	The matter was formally discussed with supervision consultant for action.	Contractor signed an MOA with the APs on the 5/03/2026 and paid the remaining fee as agreed on in the contract signed with the Landowning groups on the 2/12/2024.	Complaint	Resolved.
171	Temotu Province	Airport	Male	Workers	Santa Cruz	31/01/2026	1- Affected Party	4- Verbal complaint	[3] Work Place	[7] Workers contract	1	The general workers raised complaint concerning their contract renewal, as no increase after one year as promised by contractor.	Daisy and Simpson	E&S team	31/01/2026	Contractor's construction Manager	31/01/2026	The issue was raised to the contractor management for considerations.	The matter was formally discussed with contractor project manager	Contractor manageement considered the complaint and proceed to issue new contracts to concerned workers - with an increased hourly rate as agreed on.	Complaint	Resolved.
172	Guadalacanal	ATCT-HIR		Worker	Honiara	19/02/2026	5 - Worker	4- Verbal complaint	[3] Work Place	[4] Contractor	1	A general worker raised a complaint to the CLO concerning his payslip not provided during payday.	CLO	E&S team	19/02/2026	Contractor's construction Manager	19/02/2026	The issue was raised to the contractor management for considerations.	The matter was formally discussed with contractor project manager	Contractor manageement considered the complaint and provide payslip to all workers on paydays.	Complaint	Resolved.
173	Guadalacanal	ATCT-HIR		Worker	Honiara	19/02/2026	5 - Worker	4- Verbal complaint	[3] Work Place	[4] Contractor	1	A general worker raised a complaint to the CLO concerning the poor diet provided by the contractor- its just rice and tuna on daily basis and its not healthy for the workers who involved/performed in heavy jobs.	CLO	E&S team	19/02/2026	Contractor's construction Manager	19/02/2026	The issue was raised to the contractor management for considerations.	The matter was formally discussed with contractor project manager	Contractor manageement responded to this complaint. The diet now improved.	Complaint	Resolved.
174	Western Province	ATCT-MUA		Worker	Munda	30/03/2026	5 - Worker	4- Verbal complaint	[3] Work Place	[4] Contractor	1	A general worker raised a complaint to the CLO concerning the inconsistency in the actual hours work vs timeheet recorded.	CLO	E&S team	19/02/2026	Contractor's construction Manager	30/03/2026	The issue was raised to the contractor management for considerations.	The matter was formally discussed with all the workers on the same day.	Contractor advise all worker to always check their timesheeet before signing. Supervision engineer advise contractor supervisors to always provide correct information and to cross check with the workers concerned.	Complaint	Resolved.

175	Temotu Province	Airport	Male	Workers	Santa Cruz	08/04/2026	1- Affected Party	7- assault	[3] Work Place	[7] Workers contract		The general workers raised complaint concerning a half pay by the contractor due to shortage of cash at site and will pay remaining after cash is made available at site. This led to a confrontation of two APs, resulted to a local worker assaulted an international worker/supervisor.	Daisy and Simpson	E&S team	08/04/2026	Contractor's construction Manager	08/04/2026	The issue was raised to the PST and WB (ESRT report) for their consideration since it involve an assault at workplace.	The matter was formally discussed with contractor by PST and the terminated local worker will be reinstated as the approach of termination without warning does not comply with labour laws.	Contractor management reconsidered the action taken to the local worker and to ensure refresher session is conducted to all workers on OHS and zero tolerance of such activity at work place. A reconciliation was conducted bee tween the two parties on the 1/05/2026 and the issue was now resolved.	Complaint	This case was now resolved on 1 May 2025.
176	Guadalacanal	ACB		Worker	Honiara	08/04/2025	5 - Worker	4- Verbal complaint	[2] Construction site	[4] Contractor	1	A general worker raised a complaint to the CLO concerning their tax deduction schedule.	CLO	E&S team	08/04/2026	Contractor's construction Manager	08/04/2026	The issue was raised to Contractor Admin for consideration and action.	The CLO discussed the matter to Admin as workers not agree with the tax deduction schedule.	Contractor management yet to respond to the complaint.	Complaint	Resolved.
177	Guadalacanal	ATCT-HIR	Male	Worker	Honiara	19/05/2026	5 - Worker	4- Verbal complaint	[2] Construction site	[4] Contractor	1	A general worker raised a complaint to the CLO concerning the use of abusive language from his work colleague	CLO	E&S team	19/05/2026	Contractor's construction Manager	19/05/2026	The issue was raised to Contractor Admin for consideration and action.	The issue was reported to contractor manager for decision	Contractor management yet to respond to the complaint.	Complaint	Resolved.
178	Malaita Province	Bridges		AP	Lol2	11/06/2026	2-Intermediary (on behalf of the public)	1- Letter	[2] Construction site	[4] Contractor	1	The dispuling parties of the Atarus gravel site submitted a letter to MID requesting to release the fund for the quarry as its still in trust account as the case is in the Malaita Local court.	MID	Director	16/06/2026	Contractor's Site Manager	16/06/2026	The issue was raised to AG' s office for advise by MID Director	A meeting was convened on the 24/06/26 at MID. Present are PST, MID and AG officer, Brenton.	AG advised Director MID that no payment to be done and will advise the lawyers respecting the the two parties to respond to their clients on the payment.	Complaint	In progress.