

| SIRAP2 GM REGISTRY | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| A. General Information | | | B. Complaint | | | | | | | C. Complaint Details | | | | | | | | D. Details of who will be responsible to deal with the complaint | | | | | | | | E. Actions taken by the Receiving Office | | | |
| No. | 1. Postcode | 2. Infrastructure Type (Road, Airport or Bridge) | 3 Gender Male or Female | 4 Occupancy | 5 Location Address | 6 Received Date | 1. Type of Complaint (1) Affecting Normality (2) Emergency (Indicate if the AFS IS CDR Complaint) (3) Change in work group (4) Service Organisation (5) Other (Specify) | 2. Mode of Reporting (1) Telephone (2) Letter (3) Email (4) Verbal (5) Other (Specify) | 3. Location of the problem (use workplace) (4) Village (5) Contractor (6) Other (Specify) | 4. Type of Problem (1) Safety (2) Comfort (3) Cleanliness (4) Facilities (5) Other (Specify) | 5. Issue resolved (1) Yes (2) No (3) Pending (4) Not Resolved (5) Not Applicable (6) Not Reported (7) Not Known (8) Not Investigated (9) Not Followed Up (10) Not Satisfied (11) Not Resolved (12) Not Reported (13) Not Known (14) Not Investigated (15) Not Followed Up (16) Not Resolved (17) Not Reported (18) Not Known (19) Not Investigated (20) Not Followed Up (21) Not Resolved (22) Not Reported (23) Not Known (24) Not Investigated (25) Not Followed Up (26) Not Resolved (27) Not Reported (28) Not Known (29) Not Investigated (30) Not Followed Up (31) Not Resolved (32) Not Reported (33) Not Known (34) Not Investigated (35) Not Followed Up (36) Not Resolved (37) Not Reported (38) Not Known (39) Not Investigated (40) Not Followed Up (41) Not Resolved (42) Not Reported (43) Not Known (44) Not Investigated (45) Not Followed Up (46) Not Resolved (47) Not Reported (48) Not Known (49) Not Investigated (50) Not Followed Up (51) Not Resolved (52) Not Reported (53) Not Known (54) Not Investigated (55) 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| 42 | Guadalacanal | Airport | Male | Worker | Honduras | 27/02/2024 | 5- Worker | 4- Suggestion Box | [3] Work Place | [4] Contractor | 1 | He didn't know his employment status after a week absent due to illness. | Altan Tordjaba | CLO | 26/02/2024 | Contractor's Admin | 26/02/2024 | Discussed with CLO | Discussed with Administration Officer | Discussed with Works Supervisor & Administration Officer | Resolved on 4th March 2024. Complaint was informed that on previous grounds workers came terminated if the condition affects their performances. |
| 43 | Guadalacanal | Airport | Male | Worker | Honduras | 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 | Altan Tordjaba | CLO | 26/02/2024 | Contractor's Admin | 26/02/2024 | Discussed with CLO | Discussed with Safeguards Supervisor | Discussed with Works Supervisor & Administration Officer | Resolved on 4th March 2024. All workers are advised that should they encounter any issue with time card to report directly to Dymon, Amos, Allen CLO and Fernando (Admin) |
| 44 | Guadalacanal | Airport | Male | Worker | Honduras | 14/03/2024 | 5- Worker | 4- Suggestion Box | [3] Work Place | [4] Contractor | 1 | Raised complaint regarding his termination | Altan Tordjaba | CLO | 14/03/2024 | Contractor's Admin | 17/03/2024 | Discussed with CLO | Discussed with Works Supervisor and Administration Officer | Discussed with SE Safeguards Officers | Resolved on 3rd April 2024. Mr. Pico was informed that all CACCO drivers and machine operators have the right to be complete before and after driving. It is part of their responsibility to check and manage all duty and part of the operator and driver for more than one time they can be terminated. However, Mr. Pico wanted to report to the statement writer. CLO, admin officer and contractor to proceed with the work and for over amounts. |
| 45 | Guadalacanal | Airport | Male | Worker | Honduras | 05/03/2024 | 5- Worker | 4- Suggestion Box | [3] Work Place | [4] Contractor | 1 | Vehicle operation and general workers complaint why no work from 28th February to March 7th | Altan Tordjaba | CLO | 05/03/2024 | Contractor's Admin & Site Supervisor | 05/03/2024 | Discus with CLO | Discussed with Administration Officer | Discussed with Works Supervisor & SE Safeguards Teams | Resolved on 6th March 2024. Workers are reminded to follow management instructions to avoid confusion. |
| 46 | Western Province | Road | Male | Private Business Owner | Honduras | 05/03/2024 | 1&2 Land Interested Party | 1- Letter | [2] Contractor's Laydown Site | [2] Land Access | 1 | 2- Affected parties: Tegucigalpa interested Land of Nono. | Richard Farrell | International Project Manager | EGS&A&M/IT/IT Social Safeguards team and PSF Safeguards team | 05/03/2024 | PSF and OSC meet with the complainant and his lawyer regarding the letter been submitted. Following were discussed: (1) Issue with the contractor for the land arrangement; (2) Do on land and two parties to sign up that all agreed action recorded and to action accordingly. Meet with the contractor and mention the signed action discussed with the lawyer and complainant. 7/03/2024 | OSC sent an email to CLO regarding the legal ownership of the interested land, affecting the letter PSF Development lodged and seeks clarification. CLO replied via email that the land will be under CLO, and asked that the letter will be under CLO. 7/03/2024 | Followup phone calls were made by the Egi-Az team to the legal sign but no response and an email was sent to them on 8th April 2024 and for Development legal responded on 9th April 2024 that the issue will be actioned through CLO. CLOCC was advised to vacate the site on 10th April 2024. | Followup phone calls were made by the Egi-Az team to the legal sign but no response and an email was sent to them on 8th April 2024 and for Development legal responded on 9th April 2024 that the issue will be actioned through CLO. CLOCC was advised to vacate the site on 10th April 2024. | Resolved on 27th August 2024. Commissioner of Lands for development lawyer M. Saito of JF signed and confirmed concerning the TE Block CLO notice of the construction in question. Attorney General (JAC) advice sent to CLO on the 8th May 2024. After a long legal suit was made for the statement writer. CLO, admin officer and contractor to proceed with the work. |
| 47 | Santa Rosa Province | Airport | Male | Shop Family Rep | Honduras | 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. | Joylie | EGS&A&M/IT Social Safeguards | PSF and EGS Safeguards team | 19/02/2024 | Collected land file from MCA and confirmed that the PE file holder is the M&T C&C for and on behalf of the Government. The land file discussed with the complainant during the next site visit to Santa Cruz. | Land file confirmed with the CLO. From the previous visit in May, the complainant do not know to close out the case. | The complainant no longer have placed in the case, knowing the land file is CLO. | Site will be discussed with the complainant during the next site visit to Santa Cruz. The AP did not turn up to close out the case. | |
| 48 | Western Province | Road | Female | Worker | Nono | 01/07/2024 | 5- Worker | 4- Verbal Complaint | [3] Work Place | [7] Sanitation | 1 | No separate toilet for female workers | Mehack Kasa | CLO | 01/07/2024 | Contractor's HSE Manager | 01/07/2024 | CLO discussed with contractor's Admin | Discussed with Project Manager and Office Administrator | The complainant was informed that the mother was discussed to action. | |
| 49 | Western Province | Road | Female | Worker | Nono | 05/07/2024 | 5- Worker | 4- Verbal Complaint | [3] Work Place | [4] Contractor | 1 | No contract signed with contractor since project. One month already passed. | Mehack Kasa | CLO | 05/07/2024 | Contractor's Admin | 05/07/2024 | CLO discussed with contractor's Admin | Discussed with Project Manager and Office Administrator | The complainant was informed that the mother was discussed to action. | |
| 50 | Western Province | Road | Male | Worker | Nono | 05/07/2024 | 5- Worker | 4- Verbal Complaint | [3] Work Place | [4] Contractor | 1 | Complaint on the rules for machine operators, different machines should have different rules, not same across the board. | Mehack Kasa | CLO | 05/07/2024 | Contractor's Admin | 05/07/2024 | CLO discussed with contractor's Admin | Discussed with Project Manager and Office Administrator | The complainant was discussed to the administration office for clarification. | |
| 51 | Western Province | Road | Male | CAC | Nono | 14/07/2024 | 5- CAC member | 4- Verbal Complaint | [3] Work Place | [4] Contractor | 1 | The complainant raised the issue of provision of reimbursement by contractor during the CAC meetings. Nono Road project is a funded project and it was to be provided light reimbursement for members who attended the CAC. Members are voluntary role but are medium of communication with the contractor and around Nono township. | Mehack Kasa | CLO | 14/07/2024 | Contractor's Admin | 14/07/2024 | CLO discussed with contractor's Admin | Discussed with Project Manager and Office Administrator | The complainant was discussed to the administration office for clarification. | |
| 52 | Western Province | Road | Male | Nono | 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 jobs with the contractor but no response from contractor. He threatened to boycott the road project based on the recruitment issue. | Sagevoni Stone | 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 take note of the complaint. | The contractor explained the process of recruitment to the CAC members. Recruitment is still progressing as well as engage locals when required for the road work. | The issue was then referred back to CAC to communicate with the complainant that process of recruitment. An importantly, the contractor still recruiting for the road work. The case is closed on 16/08/2024. | |
| 53 | Western Province | Road | Male | Nono | 02/08/2024 | 2- intermediary (on behalf of the public) | 7- Social media | [3] Main access road | [7] Spreading vehicle | 1 | The public of Nono-Mandara road are complaining about the spreading loaded dump trucks along the main access road. The machines damage the deteriorating road. | Mehack Kasa | CLO | 02/08/2024 | Contractor's HSE Manager & Contractor's Admin | 02/08/2024 | CLO discussed with contractor's Admin | The issue was raised to the management and an investigation is conducted to verify the story. | If it is noted that not only the contractor uses dump trucks along the access road, there are other private companies loading gravel from Mando to Nono. | The contractor advises the operation to consider safety when driving, and the operation themselves also advised the same settlement. The case was now closed on the 5/08/2024. | |
| 54 | Western Province | Road | Female | Nono | 13/08/2024 | 1- Affected Party | 4- Verbal Complaint | [3] Access road | [4] Contractor | 1 | An affected person approached the contractor's team doing UAC go to who contacted them to dig in her private property. The AP claimed that the contractor's team dug in her house and life to that spot. The work intrudes into her private property. | Mehack Kasa | CLO | 13/08/2024 | Contractor's Admin | 13/08/2024 | 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 UAC work which requires some digging prior to road work. The contractor then approached the Provincial Government Land Division for the documents relating to the lot. | From the meeting with the Provincial Land Division, it was noted that the particular lot is a long-standing issue with the province. The contractor for approached the Provincial Government Land Division for the documents relating to the lot. | The issue was discussed with the complainant and the case was now closed 20/08/2024. | |
| 55 | Western Province | Road | Male | Worker | Nono | 19/08/2024 | 5- Worker | 4- Verbal Complaint | [3] Work Place | [4] Contractor | 1 | A complainant raised two issues: 1) Salary and 2) HRF contribution for salary. The number of hours work changes and not equal to the salary received at the fortnight. For HRF, he asked to provide update on their HRF to date since joining the project. | Mehack Kasa | CLO | 19/08/2024 | Contractor's Admin | 19/08/2024 | The mother was raised to the contractor. ES team for action. | The contractor administration responded to clarify the misunderstanding. For item 1) salary, working hour will have to be subject to call for different workload for each day. The wages are paid according to the hours work, as stated in their respective pay slip and they notified any issue with their rates, hour work and overtime. They should reach. This issue is only for one person, not all workers for item 2) HRF. The issue is with the HRF office, and once all individual accounts are created, they will transfer their contribution into respective accounts. | The issue was discussed with the complainant and the case was now closed 20/08/2024. | |
| 56 | Western Province | Road | Workers | Nono | 02/09/2024 | 5- Workers | 4- Verbal Complaint | [3] Work Place | [4] Contractor | 1 | Workers raised complaint on two issues: 1) HRF contribution and 2) Signed agreement/contract. For item 1) HRF, the workers enquire the contractor management if their HRF has been paid for their individual accounts, because they saw the deduction in their pay slips. For item 2, after signing the contract, they were not provided with a copy. | Mehack Kasa | CLO | 02/09/2024 | Contractor's Admin | 02/09/2024 | The mother was raised to the contractor. ES team for action. | The contractor administration responded to clarify the misunderstanding. For item 1) HRF contribution, all forms already submitted to HRF and to live follow up to CLO for item signed agreement. The admin officer provided copies of the signed agreement on 19/09/2024. | Item 2, signed agreement copies now closed. The only one pending is the HRF contribution of workers progressing with HRF. | | |
| 57 | Western Province | Road | Female | Nono | 09/09/2024 | 2- intermediary (on behalf of the public) | 2- Phone call | [3] Access road | [4] Contractor | 1 | A resident of Nono town of Baru area raised a complaint about dust produced from the road construction. The dust is too much and covered most of Baru area and surrounding. | Mehack Kasa | CLO | 09/09/2024 | Contractor's Admin & Site Supervisor | 09/09/2024 | The mother was raised to the contractor. ES team for action. | ES team discussed the issue with the site team. | The site team explained the reason for the dusting that is due to the water truck is currently down for service but will be fixed. The CLO contacted the complainant and discussed that her complaint was received and will address soon. She team will manage the site work and to ensure water truck will resume operation soon. | The issue was closed on 10/09/2024. | |
| 58 | Western Province | Road | Female | Nono | 09/09/2024 | 2- intermediary (on behalf of the public) | 2- Phone call | [3] Access road | [4] Contractor | 1 | A resident of Nono town raised a complaint about waste ash from the road construction placed along the access road after grading/milling. The roads to other parts of Nono town were blocked because of the piled waste ash. | Mehack Kasa | CLO | 09/09/2024 | Contractor's Admin & Site Supervisor | 09/09/2024 | The mother was raised to the contractor. ES team for action. | ES team discussed the issue with the site team. | In response to the complaint, the contractor arrange some of its workers to remove the waste ash that block the access roads. | The case was now closed on the 20/09/2024. | |
| 59 | Western Province | Road | Male | Nono | 09/09/2024 | 1- Affected Party | 1- Letter | [3] Quarry site | [4] Contractor | 1 | An affected person contacted the contractor's team two times. 1) Payment for quarry site security and 2) Government's permit was by the contractor of the quarry site. | Mehack Kasa | CLO | 09/09/2024 | Contractor's HSE Manager & Contractor's Admin | 09/09/2024 | The mother was raised to the contractor. ES team for action. | ES 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 of the quarry site. For item 2) Damage to 2 x 4 grown, 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 grown. Contractor contacted the quarry owner and discussed with him to speak to the parents and to accept the compensation of \$200 plus a bag of cement after some back and forth, the parents finally accepted the compensation provided by the contractor in form of cash and goods/items. | The case was closed on the 20/11/2024. | |
| 60 | Western Province | Road | Male | Nono | 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' day and discussing with communication under the supervision of international workers' union. This resulted from a workplace incident which cause personal disagreement between a worker and supervisor. | Mehack Kasa | CLO | 11/09/2024 | Contractor's HSE Manager & Contractor's Admin | 11/09/2024 | The mother was raised to the contractor. ES (International) for action on the same day. | ES team discussed the issue with the contractor management for action and then with the complainant. | In response, the CLO discussed the issue with the ES International. The ES International then called on the supervisor and explain the situation to Chinese. It is proper to address workplace issues professionally and not to involve a personal. CLO discussed with the complainant and communicate the workplace approach to grievance and discuss address issue professionally. The complainant accepted the actions to be made. | The issue was closed on 12/09/2024. | |
| 61 | Western Province | Road | Male | Workers | Nono | 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 dismissal from their jobs. | Mehack Kasa | CLO | 20/09/2024 | Contractor's HSE Manager & Contractor's Admin | 20/09/2024 | The mother was raised to the contractor for ES (International) for action on the same day. | ES team discussed the issue with the contractor management for action and then with the complainant. | In response, the CLO discussed the issue with the ES International. The ES International then called on the APs for a meeting on 21/09/2024. At the meeting, it was clarified why they were temporarily laid off. Reason being that all the work of the camp site is mostly completed so they will take a month break without pay. They will be re-engaged when work on the road starts. The APs accepted the resolution. | The issue was closed on 23/09/2024. |

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| | 94 | Madaba Province | Bridges | Male | AP | Lot2 | 30/01/2025 | Affected person | 4 - Verbal Complaint | [3] Work Place | [4] Contractor | 1 | A local of Bira community raised a complaint the existing drainage systems that do not drain out into the sea which cause immediate flooding | Tom Bou | 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. | PSI intervened and support the contractor in consulting the AP, clarified the compensation amount upon the valuation report | The issue was resolved on 30/01/2025. |
| | 95 | Madaba Province | Bridges | Male | AP | Lot2 | 19/01/2025 | Affected person | 4 - Verbal Complaint | [3] Work Place | [4] Contractor | 1 | A local of Bira raised a complaint concerning the log used for temporary bridge that blocked the access road. | Ruth Taqai | 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 log were moved out from the access road and piled up at a safe away from the access road. | The issue was resolved on 30/01/2025. |
| | 96 | Madaba Province | Bridges | Male | AP | Lot2 | 27/01/2025 | Affected person | 4 - Verbal Complaint | [3] Work Place | [4] Beneficiaries site | 1 | The AP (owner of the asset) is attached to be identified that was built on the Right of Way (ROW) raised a complaint concerning the MCA compensation amount to be paid. He was not agreed with the valuation rate as previously MCA used R10 and PSI. | Ruth Taqai | 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. | PSI intervened and support the contractor in consulting the AP, clarified the compensation amount upon the valuation report. The AP eventually agreed on the rate. | The issue was already resolved. |
| | 97 | Tamshu Province | Airport | Male | CLO | Santa Cruz | 05/02/2025 | CLO | 4 - Verbal Complaint | [3] Work Place | [4] Contractor | 1 | The waterlain raised complaint concerning their HFF contributions and method of payment. should have used envelope instead of handing over cash directly to workers. | Henry fell | 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. | PSI and MCA intervened and emphasize the issue to the contractor on the HFF contributions and method of payment to be followed. | The issue was already resolved. |
| | 98 | Tamshu Province | Airport | Male | CLO | Santa Cruz | 06/02/2025 | CLO | 4 - Verbal Complaint | [3] Work Place | [4] Contractor | 1 | A local of Loto (Jawa 4 community) member raised an issue that workers of the do not have shawler 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 the workers. | Henry fell | 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. | PSI and MCA intervened and emphasize the issue of water safety and to ensure necessities be provided. | The issue was already resolved. |
| | 99 | Tamshu 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 wardens for the active construction site. The local will all access the opposite end of the airport as they have assets and properties there. | Joyke | 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. | PSI and MCA intervened and emphasize the issue of community safety and access. | The issue was already resolved. The contractor recruited traffic wardens. |
| | 100 | Tamshu Province | Airport | Male | CLO | Santa Cruz | 12/02/2025 | CLO | 4 - Verbal Complaint | [3] Work Place | [4] Contractor | 1 | A local who owned along the shoulder of the runway called on the contractor and supervisor consultant to follow up with MCA promised years back that steel within MCA land will all be compensated. Now the message is different. | Joyke | 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. | PSI emphasize the WBESF requirements on assets compensation. | The issue was already resolved. MCA agreed to compensate the steel 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 rear off the road. The driver blamed the contractor (CCECC) for not properly compacting the loose gravel and caused instability which resulted in the traffic accident. It was verified by the Police officer 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 involvement of Hono 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. | The issue was resolved on 28/02/2025. |
| | 102 | Western Province | Road | Male | AP | Hono | 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 Dedee, Reeves Enrica | AP | 13/03/2025 | Contractor's Site Manager | 13/03/2025 | The matter was raised reported to the supervision engineer afterwards team who then forwarded to the contractor Site Manager | The contractor received the report and responded immediately by calling all dump truck drivers for another session. | The dump truck drivers were called on to attend a refresher session on traffic safety and behavior during the same day. The session also covers proper covering of the aggregate transported, with the speed limit of 40km/h. | The CLO emailed the complainant on the same day, stating the approach taken to address the complainant. The issue was resolved on the 14/03/2025. |
| | 103 | Western Province | Road | Male | AP | Hono | 25/03/2025 | Affected person | 4 - Verbal Complaint | [3] Work Place | [4] Contractor | 1 | A local workshop worker/mechanic raised a complaint to the supervision engineer about the supervisor (intermediary) unfair treatment to worker. | Rowena Tolono | E&S site engineer | 25/03/2025 | Contractor's Site Manager | 25/03/2025 | The matter was raised reported to the supervision engineer afterwards 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 asked the AP to the Road construction, away from the workshop | The issue was resolved on the 26/03/2025. |
| | 104 | Madaba Province | Bridges | Male | AP | Lot2 | 08/04/2025 | Affected person | 4 - Verbal Complaint | [3] Work Place | [4] Contractor | 1 | Community members of Bira and Alotau voiced their complaint to their water source. And requested for 12 water tanks. | Ruth Taqai and Wendy Mark | Contractor CLO and E&S specialist | 08/04/2025 | Contractor's Site Manager | 08/04/2025 | The matter was reported to the supervision engineer afterwards team who then forwarded to the contractor Site Manager | The contractor received the report and will do followup investigations of 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 4 water tanks as promised against the claim of the claimed contaminated water source. | The issue was resolved. |
| | 105 | Madaba Province | Bridges | Male | AP | Lot2 | 15/04/2025 | Affected person | 4 - Verbal Complaint | [3] Work Place | [4] Contractor | 1 | Five [3] local workers of the Lot2 bridge raised complaint for pay rise. | Ruth Taqai | Contractor CLO | 15/04/2025 | Contractor's Site Manager | 15/04/2025 | The matter was reported to the supervision engineer afterwards 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. | The issue was resolved on the 20/04/2025. |
| | 106 | Madaba Province | Bridges | Male | AP | Lot2 | 16/04/2025 | Affected person | 4 - Verbal Complaint | [3] Work Place | [5] Construction | 1 | A community member of Bira raised a complaint to the contractor for damaging his (wa) 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. | The issue was resolved on the 16/05/2025 |
| | 107 | Madaba Province | Bridges | Male | AP | Lot1 | 11/04/2025 | Affected person | 4 - Verbal Complaint | [3] Work Place | [4] Contractor | 1 | A member of the Ulaiano tribe raised a complaint against PSI's person and stated that in the backyard area of Kofele 1 and 2. The complainant urged the contractor not to interfere to any other individuals apart from his tribe and CAC members. | Betholomew warago | Member of Ulaiano tribe | 11/04/2025 | Contractor's Site Manager | 11/04/2025 | The matter was raised through PSI office in Honore. | The contractor received the report. It is noted that the area also under the church or church site claim right over the laydown area. | The supervision engineer and contractor meet with the AP and explained that no such agreement was agreed with the other party (two persons) as claimed. The complainant is assigned for misunderstanding and not getting the built side of the story. | The issue was resolved on 30/04/2025. The overall arrangement is all pending between party 1 and the Church. |
| | 108 | Tamshu 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 language to avoid confusion of workplace. | Henry fell | 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 also for ease of communications | The issue was resolved. |
| | 109 | Tamshu 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 Loto, 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 life death, including fish and the che che deer. Also made claims that each compensation fully addressed by MCA and contractor. A follow-up consultation was conducted by the supervisor consultant and the contractor to verify the news as such environmental damage was seen of the as claimed. The person making the news apologized for reporting to the media, stating, the contractor never listens to his complaints but why he go to the media. | In Depth Solomon's News | News Media | 08/04/2025 | Contractor's Site Manager | 08/04/2025 | The matter was raised through PSI office in Honore. | 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 is claimed observed at site. His fish killed observed, and not as claimed. The AP apologized for misleading the public on the issue. | The issue was resolved on 24/04/2025. |
| | 110 | Tamshu Province | Airport | Male | AP | Santa Cruz | 24/04/2025 | 2-Intermediary (on behalf of the public) | 4 - Verbal complaint | [3] Work Place | [4] Contractor | 2 | A local of Loto, Santa Cruz raised a complaint to the contractor concerning its workers (international) were seen picking shells of the adjacent contractor's land. Call on contractor to stop working picking shells of nearby beach as these are under customary land, not MCA land. | Henry fell and Dolly Menago | CLO | 24/04/2025 | Contractor's Site Manager | 24/04/2025 | The matter was raised through E&S 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 this issue. | The issue was resolved on 24/04/2025. |
| | 111 | Tamshu Province | Airport | Male | AP | Santa Cruz | 09/05/2025 | 2-Intermediary (on behalf of the public) | 4 - Verbal Complaint | [3] Assets compensation | [3] Compensation | 1 | A local of Santa Cruz raised a complaint on behalf of the community who want their complaint to be compensated by the Ministry of Communication and Lands (MCL). The case is under consideration as the environmental damage claim is part of the ash's compensation. | Henry fell and Dolly Menago | CLO and SHM officers | Director MCA | 13/05/2025 | The matter was raised through PSI office in Honore to the supervision engineer on the 13 May 2025. | The GBM director is responding to the grievance in a form of letter. The letter is currently under draft, and will be responding to all the points raised. | Progressing. | | |
| | 112 | Western Province | Road | Male | AP | Hono | 24/05/2025 | Affected person | 4 - Verbal Complaint | [3] Work Place | [4] Contractor | 1 | A local of Hono town raised a complaint to the contractor concerning a drunk and worker (Jawa 4) who allegedly punched his son for no reason. The concerned worker also created disturbance in community and private property during working hours. | Mr Homer Buerdis | ES supervisor | 09/05/2025 | Contractor's Site Manager | 24/05/2025 | The matter was raised through to the contractor site supervisor | The GBM is recorded for follow-up action on the issue raised. | The site manager issued two (2) written warnings to the accused for violation to the contractor's code of conduct. | The issue was resolved on the 26/05/2025. |
| | 113 | Western Province | Road | Male | AP | Hono | 24/05/2025 | Affected person | 4 - Verbal Complaint | [3] Work Place | [4] Contractor | 1 | Two security officers raised a complaint concerning the non-payment of their salary because they were under investigation for the missing toolboxes in the camp. The two security officers were on duty when the items were missing. | Mr Homer Buerdis | ES supervisor | 24/05/2025 | Contractor's Site Manager | 24/05/2025 | The matter was raised through to the contractor site supervisor | The GBM was reported to supervision Engineer E&S team of 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 until the investigation is conducted. The salary of two security released on the same day and the toolboxes were also found in a location close to the contractor's camp. | The issue was resolved on the same day, 24/05/2025. |

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| 143 | Western Province | Road | Male | AP | Noro | 07/08/2023 | Affected person | 4- Verbal complaint | [3] Work Place | [5] Construction | 1 | A local of Noro (Bora Road) raised a complaint concerning the spill of the drainage in his property, concerned that roadside debris will be washed into his property during periods of heavy rain. | Wendy | AS specialist | 07/08/2023 | Contractor's Site Manager | 07/08/2023 | The issue was forwarded to the contractor management for consideration and action. | The supervision consultant take note of the issue and advise the contractor management for action. | The contractor responded with the implementation of mitigation measures to control debris from entering the property by installing a net of the wall/opening of the drainage. | The issue was resolved 8 Aug 2023. |
| 144 | Western Province | Road | Male | AP | Noro | 19/08/2023 | Affected person | 4- Verbal complaint | [3] Work Place | [5] Construction | 1 | A local of Noro (Pigeon 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 | AS specialist | 19/08/2023 | Contractor's Site Manager | 19/08/2023 | The issue was forwarded to the contractor management for consideration and action. | The supervision consultant and the contractor (SL) 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. | The issue was resolved 20 Aug 2023. |
| 145 | Western Province | Road | Male | Workers | Noro | 01/09/2023 | Affected workers | 1- Letter | [3] Work Place | [5] Construction | 1 | ten (10) local residents raised a complaint concerning their employment status, including late lunch break, issue with their overtime rate, and termination of contract without warning. | Wendy | AS specialist | 19/08/2023 | Contractor's Site Manager | 01/09/2023 | The issue was forwarded to the contractor management for consideration and action. | The supervision consultant advised the contractor of the issue and to address the matter received from the 10 workers. | The contractor responded and scheduled a meeting with the workers concerned on the 5/09/2023. The contractor to provide evidence of the progress to the workers and will pay 1 month notice to the workers terminated. | The issue was resolved on 9 Sep 2023. |
| 146 | Western Province | Road | Male | AP | Noro | 31/08/2023 | Affected person | 4- Verbal complaint | [3] Work Place | [5] Construction | 1 | A local of Noro (Pigeon Road) raised a complaint to the supervision consultant engineer, advised the contractor placed waste oil and branches of trees from road clearance in his property. Also gravel stockpile placed in his area. | Wendy | AS specialist | 19/08/2023 | Contractor's Site Manager | 01/09/2023 | The issue was forwarded to the contractor management for consideration and action. | The supervision consultant advised the contractor of the issue and to consult the AP and remove materials placed in his property. | The contractor responded and scheduled a meeting with the workers concerned on the 5/09/2023. The contractor to provide evidence of the progress to the workers and will pay 1 month notice to the workers terminated. | The issue was resolved on 1/9/2023 |
| 147 | Temotu Province | Airport | Male | AP | Santa Cruz | 14/07/2023 | Affected person | 4- Verbal complaint | [3] Work Place | [3] Compensation | 1 | The tree owners of this point raised a complaint over the rates of trees to be compensated using the MAA rate is too low. They request MCA to consider the rate concerning the fruit trees are their livelihoods. | Joyce | AS specialist | 14/07/2023 | MCA, PS and EGS Safeguards team | 14/07/2023 | The issue was forwarded to MCA for consideration. | The supervision consultant and the contractor advise the AP that the MCA is responsible for cash compensation and the rate will be determined by MCA, not contractor. | The trees of this point will not be cleared as it fully marked. | Progressing |
| 148 | Temotu Province | Airport | Male | AP | Santa Cruz | 15/07/2023 | 3- Intermediary (on behalf of the public) | 4- Verbal complaint | [3] Work Place | [3] Construction | 1 | A local of Lafoa raised a complaint over the recruitment flow that airport is progressing to the peak construction phase. | Joyce | AS specialist | 15/07/2023 | MCA, PS and EGS Safeguards team | 14/07/2023 | The issue was forwarded to the contractor for consideration. | The contractor responded by recruiting new local in construction and also traffic wardens. | New workers engaged. | The issue was resolved 15 July 2023. |
| 149 | Temotu Province | Airport | Male | AP | Santa Cruz | 22/08/2023 | Affected person | 1- Letter | [2] Construction Site | [2] Land access | 1 | A group of landowners raised a complaint through a letter stating the contractor must respect outside of the construction site of the western sector and claimed compensation if the construction proceeds outside of the MCA land. | Joyce | AS specialist | 22/08/2023 | MCA, PS and EGS Safeguards team | 22/08/2023 | The issue was forwarded to the supervision consultant and the contractor for consideration. | The contractor called a meeting with the AP and the Temotu Provincial Government on the 27/08/2023 and clarified that the work will not go outside of the MCA land boundary. The one the local claimed is a mapping map. | The landowners noted the misunderstanding on the survey meeting. Supervision consultant advised that any land matters will have to be dealt with MCA, not contractor. | The issue was resolved 22/08/2023. |
| 150 | Temotu Province | Airport | Male | AP | Santa Cruz | 25/08/2023 | Affected person | 4- Verbal complaint | [2] Construction Site | [2] Land access | 1 | A local of Lafoa raised a complaint to the contractor concerning the noise from the machines crushing the rocks for the crusher during the night, surrounding community members cannot sleep because of the noise. | Joyce | AS specialist | 25/08/2023 | Contractor's Site Manager | 25/08/2023 | The issue was forwarded to the supervision consultant and the contractor for consideration. | The supervision consultant advised 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. | The issue was resolved 25/08/2023. |
| 151 | Guadalcanal | ARR | Male | Worker | Honiara | 15/09/2023 | 5- Worker | 4- Verbal complaint | [3] Work Place | [4] Contractor | 1 | A local worker raised a complaint to the CEO 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. | Altan Tomukava | CEO | 15/09/2023 | Contractor's Site Manager | 15/09/2023 | 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, as job under electrical is available. Will advise if he need a new. | The issue was resolved on the 16/09/2023 |
| 152 | Malaita Province | Bridges | | AP | Laif | 15/09/2023 | Affected person | 4- Verbal complaint | [3] Work Place | [4] Contractor | 1 | A local worker of Laif engaged as a security officer raised a complaint concerning his salary deduction as related to the kitchen theft case. | Wendy | AS specialist | 15/09/2023 | Contractor's Site Manager | 15/09/2023 | 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 prevent the compound, plus he did not report the incident on time. | The issue was resolved on the 16/09/2023 |
| 153 | Guadalcanal | ACB | | Worker | Honiara | 15/09/2023 | 3- Intermediary (on behalf of the public) | 4- Verbal complaint | [3] Work Place | [4] Contractor | 1 | A community member of the community adjacent to the contractor complained a complaint concerning the stagnant water forms drainage in the contractors camp when it rained outside. | Wendy | AS specialist | 15/09/2023 | Contractor's Camp Manager | 15/09/2023 | 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. | The issue was resolved on the 16/09/2023 |
| 154 | Guadalcanal | ACB | | Worker | Honiara | 15/09/2023 | 3- Intermediary (on behalf of the public) | 4- Verbal complaint | [3] Work Place | [4] Contractor | 1 | A local of the Dalgas residence raised a complaint of dust along the access road caused by contractor machines. | Wendy | AS specialist | 15/09/2023 | Contractor's Manager | 15/09/2023 | 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 a week. | The contractor workers continued to suppress the dust through the use of water tank. | Ongoing |
| 155 | Guadalcanal | ACB | | Worker | Honiara | 29/09/2023 | 5- Worker | 4- Verbal complaint | [3] Work Place | [4] Contractor | 1 | A local raised a complaint for not providing time sheet to properly record the hours of work. | Wendy | AS specialist | 29/09/2023 | Contractor's Manager | 29/09/2023 | 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/out for workers. | The issue was resolved on the 30/09/2023 |