

Semi-annual Safeguards Monitoring Report: Environment

ADB Project Number: 48141
ADB Loan Number: 3210-FIJ
WB Project Number: 150028
Reporting period: July - December 2017

FIJI: Transport Infrastructure Investment Sector Project

Prepared by
Fiji Roads Authority

This report has been submitted to Asian Development Bank (ADB) and World Bank by the Fiji Roads Authority and is made publicly available in accordance with ADB's public communications policy (2011) and World Bank Group disclosure requirements. It does not necessarily reflect the views of ADB or World Bank.

In preparing any country program or strategy, financing any project, or by making any designation of or reference to a particular territory or geographic area in this document, the ADB or World Bank do not intend to make any judgments as to the legal or other status of any territory or area.

TABLE OF CONTENTS

		Page
	Abbreviations	ii
1	Introduction	2
	1.1 Description of the Project	2
	1.2 Process for Safeguards Compliance	3-4
2	Implementation of the ESMF	5
	2.1 Roles and Responsibilities for ESMF Implementation and Monitoring	5
3	Monitoring Results	6
	3.1 Status of ESMF Implementation	6-8
	3.2 Consultation, Communications and Grievance Redress	9-10
	3.3 Institutional Strengthening and Capacity Building	11
	3.4 Compliance with Covenants and Agreements	11
	Annex 1 – SARUP 1 Subproject Photos Annex 2 – Attendance List Annex 3 – Instructions to SARUP 1 Contractor Annex 4 – Summary of Grievance Redress Mechanism	

ABBREVIATIONS

ADB	Asian Development Bank
CESMP	Construction Environmental and Social Management Plan
CCP	Consultation and Communications Plan (for the project)
CRC5	China Rail Company No. 5 (SARUP 1 contractor)
CSS	Country Safeguard System
EIA	Environmental Impact Assessment
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
FTIIP	Fiji Transport Infrastructure Investment Project
FRA	Fiji Roads Authority
GOF	Government of Fiji
GRM	Grievance Redress Mechanism
HIV/AIDS	Human Immunodeficiency virus / acquired immunodeficiency syndrome
LARF	Land Acquisition and Resettlement Framework
LARP	Land Acquisition and Resettlement Plan
MOE	Ministry of Economy
MOEnv	Ministry of Environment
MOU	Memorandum of Understanding
MWTPU	Ministry of Works, Transport and Public Utilities
NTC	Notice to Contractor
PIST	Project Implementation Supervision Tteam (in FRA)
Qoliqoli	Traditional beach, lagoon and reef areas
SARUP	Suva Arterial Roads Upgrading Project
SPS	Safeguards Policy Statement 2009 (of ADB)
TIISP	Fiji Transport Infrastructure Investment Sector Project
WB	World Bank

1. INTRODUCTION

1.1 Description of the Project

Background. The Transport Infrastructure Investment Sector Project (the project) is financed under joint Asian Development Bank (ADB) and World Bank (WB) loans with counterpart funding from the Government of Fiji (GOF). On behalf of the GOF the executing is the Ministry of Economy (MOE) and the project is being implemented by Fiji Roads Authority (FRA). The FRA has established a Project Implementation Team (PIT) to deliver the project. The Project supports the GOF Roadmap for Democracy and Sustainable Socio-Economic Development, which emphasizes the lack of transport as a constraint for Fiji's economic and social development. It also responds to the requirements of the new 2013 Constitution of Fiji, which states that: "The state must take reasonable measures within its available resources to achieve the progressive realization of the right of every person to have reasonable access to transportation." (34(1). As approximately 55% (412,425) of Fiji's population lives in the rural areas, and approximately 44% of rural people live in poverty, improving service delivery and income opportunities for the rural population is a key priority.

Table 1-1: Basic Project Information

Parameters	Information
Contract No	FRA TIISP 16-01
ADB – Project No Loan No	48141 – 001 3210-FIJ
WB – Project No Loan No	P150028 8482-FJ
Description of works	Drainage associated with road re-construction (e.g. clearing water channel, associated extension or possible replacement of substandard culverts and headwalls); Minor earthworks; Road sealing and re-sealing; Street-lighting, guard rails, traffic signals; Kerb, channel and footpath improvements; Existing pavement upgrade and asphalt concrete finish; and Bridge replacement and repair and improvements of crossings
Engineer	Mr. Michael Dale
Title of report	Environmental Safeguard Monitoring Report
Period covered by report	July 2017 – December 2017

Project impact and outcome. The impact of the Project will be improved access to markets, employment opportunities and social services. The outcome will be safer, efficient, resilient land and maritime transport infrastructure in the project area. There are two main outputs: (a) rehabilitated and climate resilient land and maritime transport infrastructure; and (b) efficient project management support and institutional strengthening. The second output is to ensure the capacity of Fiji transport agencies and related departments to manage bridge, road, and jetty assets is improved and strengthened to provide higher levels of accountability, improved levels of service and increased transparency in project implementation and delivery.

Project activities comprise physical works including new infrastructure and/or the upgrading, renewal, rehabilitation and/or repair of public roads, bridges and/or rural maritime infrastructure in Fiji and non-physical activities such as institutional strengthening and capacity building within the transport sector. The project is being implemented following a sector loan modality. The nature of a sector project is that all types of subprojects to be undertaken are known in general terms but only a small number of sub-projects are identified at the project preparation stage. A sector project provides for subprojects to be identified and prepared during implementation. Subprojects will be identified and prioritized following the agreed selection process which includes each subproject meeting a set of criteria. The Project Steering Committee will approve subprojects and the approved list will be forwarded to ADB and WB for no objection.

Purpose of the report. This semi-annual environmental monitoring report covers the period 01 July to 31 December 2017. It is prepared by the PIT in FRA. The report is prepared in accordance with the project's Environmental and Social Management Framework (ESMF) and the environmental monitoring and reporting requirements set out in the Project Administration Manual, Project Loan Agreement and Project Agreement as well as the ADB Safeguard Policy Statement 2009 (SPS) and World Bank Operational Policy (OP) 4.01.

1.2 Process for Safeguards Compliance

The ESMF and the Land Acquisition and Resettlement Framework (LARF) covering land access, establish the process and procedures to be followed by each subproject to ensure they comply with the Fiji country safeguards system (CSS) and the requirements of SPS and OP 4.01.

The ESMF applies to all subprojects implemented by the project in transport sub-sectors of: (i) rural maritime infrastructure (including wharves and jetties), but excluding the main port infrastructure (which is under Fiji Ports Corporation Ltd) (ii) roads (including national main roads, municipal and rural roads), and (iii) bridges. The objective of the ESMF is to ensure that the project follows the requirements as set out in national law¹ in order that environmental and social impacts within these transport sub-sectors are appropriately identified and mitigated to acceptable levels. The ESMF approved during project appraisal was updated in 2016 to reflect some matters that were not anticipated during project preparation but which have come to light through the screening of subprojects since the project has been under implementation. Based on experience with other similar projects, it is anticipated that most impacts will be site-specific and can be readily mitigated, as the roads, bridges and jetties are already present and most works will be repair and/or reconstruction at their existing location, i.e., existing corridors and structural footprints.

The first stage in the safeguards due diligence is screening of subproject impacts to determine the potential risks and required level of assessment as well as the type of safeguards documents/instruments required.

The significance of the project's environmental impacts determines the environmental

¹ The ESMF follows the requirements of Fiji laws supplemented as necessary to ensure that the objectives and principles of SPS and OP 4.01 are complied with.

categorization of the project. As most sub-projects relate to existing structures, it is likely that each sub-project will be Category B or C.² The PIT completes the screening forms and determine the appropriate categorization based on the definitions above and the detailed screening forms included in the ESMF. The PIT has further developed and adapted the screening forms. ADB and WB will jointly review the FRA determination and provide a no objection to commencement of the required level of due diligence. The screening and project descriptions prepared will be submitted by the FRA as part of the screening application to Ministry of Environment (MOEnv).

For subprojects with low level impacts and risks that do not require additional data and analysis—category C—an environmental and social management plan (ESMP) may be prepared to address construction-related and site-specific environment and social issues rather than a full EIA study (for example installation of street lights, guard rails or traffic signals or straight forward road re-sealing). An outline of a simple ESMP, based on Fiji's Environmental Code of Practice (COEP), has been prepared and will be adapted by the PIT to add any subproject specific risks and required mitigations as relevant. The ESMP will be included in the bid and contract documents.

An environmental impact assessment (EIA) will be prepared for subprojects that will require additional specific data/information and further analysis to determine the full extent of environmental and social impacts, which cannot be supplied only by an ESMP and/or an COEP; these projects are category B. The EIA will include an ESMP that will address impacts and identify mitigations measures during pre-construction, construction and operations stages. The ESMP will also include measures to mitigate the impacts of temporary use of land (and associated impacts). Examples of sub-projects requiring an EIA would include bridge works involving civil works, major rehabilitation works, installation of new culverts, minor realignment of a road, and new or relocated jetties/wharves.

The ESMP and EIA will be reviewed and cleared by ADB/WB prior to submission to MOEnv for clearance under the country system. Additional permits may be required for some project i.e. permit from Department of Lands under the Rivers and Streams Act for crossings and bridge subprojects.

As per the screening form to be prepared following the LARF, any subprojects requiring temporary use of land (and associated impacts) will be addressed through measures to be included in the ESMP.³ Based on the ESMP from the EIA, the contractor will prepare their construction ESMP (CESMP) which will set out their construction methodology and include site-specific plans as required.

² Category A projects are not eligible for financing under the project.

³ The mitigation measures will be as per the entitlements set out in the LARF.

2. IMPLEMENTATION OF THE ESMF

2.1 Roles and Responsibilities for ESMF Implementation and Monitoring

Overall roles and responsibilities for environmental management as per the ESMF are outlined in Table 2-1.

Table 2-1: Roles and Responsibility for Environmental Management

Party	Roles and Responsibility
GOF-MOE	<p>Guide the development of the project and institutional arrangements for the lifetime of the project</p> <p>Ensure FRA has budget and resources to implement the project</p> <p>Ensure that GOF complies with loan covenants and project agreements</p>
FRA	<p>Ensure that the PIT is fully staffed and functional during the entire period of project implementation</p> <p>Recruit, administer and supervise project management and technical consultants as required to assist the PIT deliver the project</p> <p>Maintain website to facilitate disclosure of project information</p>
PIT	<p>Ensure compliance with grant covenants, project agreements, ADB's guidelines, procedures, and policies</p> <p>Provide day-to-day support for project preparation and implementation activities</p> <p>Review consultants' reports and ensure the outputs are suitable to the project objectives and government policies and regulations</p> <p>Undertake screening of each subproject and submit to ADB/WB for no objection</p> <p>Submit safeguards due diligence reports and documents to ADB/WB for review and clearance</p> <p>Submit reports and documents for clearance under GOF systems (laws and regulations)</p> <p>Provide support as required to contractor as they prepare their construction ESMP (CESMP)</p> <p>Review and clear CESMP (including ADB review) prior to contractor commencing any activities on site</p> <p>Provide information to FRA for disclosure on the project page on FRA website</p> <p>Maintain the overall project grievance redress mechanism (GRM) registry/record sheet and summarize for disclosure on project webpage</p> <p>Review contractor implementation of GRM</p> <p>Inspect and audit supervision consultant's monitoring and contractor compliance with approved CESMP</p> <p>Submit periodic reports, including semi-annual safeguards monitoring reports, to ADB/WB and executing agency</p>
ADB/WB	<p>Review project implementation through missions and review of reports</p> <p>Provide clearances (no objection) to required reports/documents, bid documents and bid evaluation reports, contract awards, CESMP, monitoring reports. Disclose reports</p> <p>Provide support and assistance to FRA and PIT as required</p>
Contractor	<p>Prepare and implement CESMP</p> <p>Ensure all workers are aware of CESMP provisions and requirements</p> <p>Ensure all workers are aware of project's GRM and maintain GRM registry/record sheet</p> <p>Designate an environmental, health & safety officer responsible to oversee, monitor and record implementation of CESMP</p> <p>Report on CESMP implementation on a monthly basis to PIT</p>

3. MONITORING RESULTS

3.1 Status of ESMF Implementation

General. This reporting period covers the second half of 2017 (i.e. 01 July - 31 December 2017) where reporting of the environmental safeguard implementation and monitoring results returns to regular semi-annual reporting.⁴ The process and procedures outline in the project's ESMF are being followed. Table 3.1a and 3.1b shows the status of review and clearance of screening and due diligence documents prepared by PIT and submitted to ADB/WB and MOEnv for review and clearance. Another four subprojects went through the screening preparation and review process but have since been dropped from the project. No subprojects currently under implementation or recently completed required extraction of gravels for construction materials, therefore there was no need to apply for permits from Minerals and Resources Department. PIT is following up on need for consent/permits from Department of Lands for subprojects (bridges and crossings) requiring works and/or activities in streams and rivers as per the Rivers and Streams Act. No Objection is currently being sort from the Director of Lands by the PIT in relation to the Rivers and Streams Act for projects under implementation.

Status of subprojects. The streetlighting, guard rail and traffic signal installation subprojects were guided by the simple ESMP (waste management, health and safety) included in the bid and contract documents. Contractors implemented the provisions of the ESMP and COEP. The subprojects have been completed without any major issues or receipt of grievances.

The contractor for Matawele crossing submitted a CESMP which was cleared by FRA and supervision consultants in November 2016. Works at this subproject site were halted due to uncertain geotechnical conditions and a decision was taken to cancel the contract and re-tender for bridge construction. A review of the safeguards documentation is being undertaken to identify differences and gaps, updated safeguards documentation will be submitted for review and will be discussed in the Jan-Jun 2018 report.

SARUP 1. The Suva arterial roads upgrading project (SARUP) 1 contract, which includes works at eight sites in urban Suva, was awarded to China Rail Company No.5 (CRC5). The CRC5 submitted their CESMP to PIT on 07 March 2017 and was given clearance to commence works and activities. The CESMP was subsequently sent to ADB for review (10 March 2017), ADB made suggestions and comments to strengthen the plan. The suggestions were incorporated. ADB has requested to review all CESMP prior to PIT giving contractors' clearance to start works.

CRC5 has appointed an environmental officer who regularly monitors and records through checklists the conditions and activities at the sites. These are reported weekly to the project manager and included in CRC5 monthly reporting to the PIT. .

⁴ The first semi-annual environmental monitoring report covered period July 2016 – June 2017 to reflect the timeframe for award of contract, submission of CESMPs and start of construction activities.

Table 3.1a: Status of review and clearance of screening and due diligence of subprojects

Project	Screening			Safeguards due diligence dox prepared				Submission to MOE (under EMA)		
	Land	Environment	No Objection ADB/WB	Land	Environment	Review & comments	No Objection ADB/WB	Screening application submitted	MOE confirmation no EIA required	MOE clearance of EIA OR ESMP submitted
Streetlighting Projects (3)	C	C	11-Sep-15	LARDD	ESMP	Minor comments addressed	11-Sep-15	NA	10-May-16	NA
Matewale Crossing	PPTA	PPTA	PPTA	PPTA	PPTA	Cleared	PPTA	13-May-16	NA	27-Oct-16
SARUP 1	C	B	03-Feb-16	LARDD	EIA	Rev. requested Mar-16	12-May-16	NA	22-Feb-16	NA
Mass Action Guard Rails	C	C	09-Mar-16	LARDD	ESMP	Rev. requested 18-May-16	31-May-16	NA	10-May-16	NA
Traffic Signals Installation	C	C	09-Mar-16	LARDD	ESMP	Rev. requested 19-May-16	31-May-16	NA	10-May-16	NA
Urban Streetlights	C	C	09-Mar-16	LARDD	ESMP	Rev. requested 19-May-16	31-May-16	NA	10-May-16	NA
Rural Streetlights	C	C	09-Mar-16	LARDD	ESMP	Rev. requested 19-May-16	31-May-16	NA	10-May-16	NA
Road Reseals (West, Central & North)	C	C	26-Apr-16	LARDD	ESMP	Rev. requested 15-Jun-16	31-May-16	NA	TBD	NA
Tavenui Bridges	C	B	27-Apr-16	LARDD	EIA	Rev. requested*	Dec-16	07-Apr-16	24-Apr-16	Follow up
Solovi 1 & 2 and Rabaraba	B	B	20-Feb-17	LARP	EIA	Rev. requested 21/28 Mar-17	29-Aug-17	TBD	TBD	19-Apr-16/ 27-Oct-15
Ovalau Bridges	C	B	26-Apr-16	LARDD	EIA	Final version Mar 2017	26-Feb-18	Feb-17	NA	18-Apr-17
SARUP 2	C	B	Revision req. 26 Feb	LARDD	EIA					
Matewale Bridge	C	B	PPTA	LARDD	EIA	Under preparation				
* EIA revised by ADB and submitted to FRA in Dec 2016 as template to be followed for future EIA reporting										

Table 3.1b: Status of review and clearance of screening and due diligence of subprojects

Project	Consent from Dept. of Lands (under Rivers and Streams Act)	ESMP from cleared EIA updated and any conditions on consent from MOE or DOL incl. in bid dox	Contractor provided training/ orientation/ advice on ESMP requirements	Contractor's site-sepcific CESMP reviewed by FRA	Contractor's site-sepcific CESMP reviewed by ADB	Revised contractor's site-sepcific CESMP cleared by FRA	Site supervisor monitors contractor implementation of CESMP	Spot-checks by PST	Information included in quarterly progress reports and SMR
Streetlighting Projects (3)	NA	26-Aug-15	NA	NA	NA	NA	NA	?	NAC
Matewale Crossing	TBD	...Contract terminated...							
SARUP 1	NA	NA	11-Sep-17	07-Mar-17	10/03/2017 **	Rev. TBD ***	Ongoing	Ongoing	NAC
Mass Action Guard Rails	NA	NA	NA	NA	NA	NA	Yes	Yes	NAC
Traffic Signals Installation	NA	NA	NA	NA	NA	NA	Yes	Yes	NAC
Urban Streetlights	NA	NA	NA	NA	NA	NA	Ongoing	Ongoing	NAC
Rural Streetlights	NA	NA	NA	NA	NA	NA	Ongoing	Ongoing	NAC
Road Reseals (West, Central & North)	NA	NA	NA	NA	NA	NA	TBA	TBA	TBA
Tavenui Bridges	Follow up	Check	Not yet due	Noy yet due	Noy yet due	Noy yet due	Noy yet due	Noy yet due	Noy yet due
Solovi 1 & 2 and Rabaraba	Follow up	Check	Not yet due	Noy yet due	Noy yet due	Noy yet due	Noy yet due	Noy yet due	Noy yet due
Ovalau Bridges	Follow up	Check	Not yet due	Noy yet due	Noy yet due	Noy yet due	Noy yet due	Noy yet due	Noy yet due
SARUP 2			Not yet due	Noy yet due	Noy yet due				
Matewale Bridge									
** Extensive comments on poor quality CEMP conveyed to FRA on 10 Mar 2017, revised CEMP not received									
*** FRA cleared CEMP without requesting review by ADB									

The PIT continues to conduct monthly inspections and, through the Engineer, has issued several verbal and written instructions to improve compliance and environmental performance. Suggestions for improved site monitoring and inspection checklists were developed by ADB and FRA on 06/11/17 to better reflect the types of works and activities of SARUP 1. CRC5 has since been monitoring according to the new checklists. The six FRA engineers supervising SARUP 1 sub-project participated in a training session for the four checklists by the Environment Specialist on 08/11/2017. The attendance of those engineers who attended the training is mentioned in Annex 2.

To date the PIT has issued 46 instruction notices to CRC5 to address matters and non-compliances (address a non-conformity or to improve environmental performance), this includes notices issued for repeated non-compliance. Infringements and infractions can be ranked as minor-moderate scale/significance, relating mostly to health and safety (including non-provision of appropriate PPE), spill/pollution events, waste management, traffic control, compound and works yard issues, stockpile locations, and dust and noise control. Attached as Annex 3 are the details of the instructions issued. These are summarized in the table below.

Table 3.2: Summary of Notices Issued to SARUP 1 Contractor

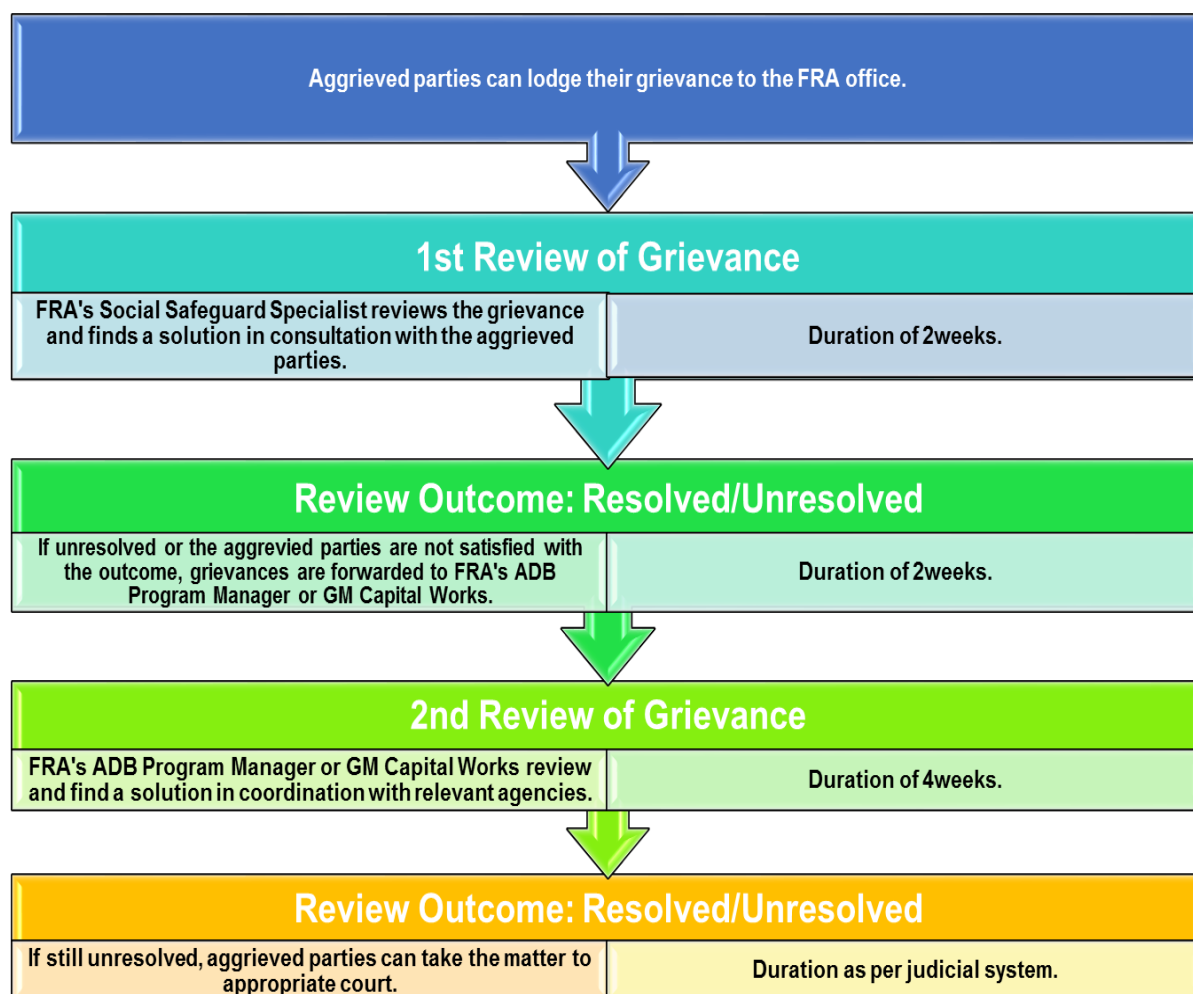
Issue/Site	Noted/cited in instructions		
	No. of non-conformities	No. of opportunities for improvement	No. of observations (verbal)
Site 2 - dust control, traffic control, run-off/discharges, PPE, fuel/oil drums, bunding, vehicle washdown, access/security, waste	9	21	10
Site 5 - asphalt concrete paving, waste, run-off, signage	1	5	3
CRC5 compound - H&S, PPE, waste, fuel/oil drums, bunding, drainage	2	5	1
Site 4 - stockpiles to designated areas, vehicle washdown, waste, spoil management, PPE, lighting, plant smoke	3	12	7
Batching plant - H&S, PPE, dust/smoke, oil waste drums, waste, signage, access, night works, bunding, discharges	6	25	6
Nightworks - PPE, lighting		1	
Site 8 - traffic controls/signals, waste, discharge to stream, refuelling	6	10	15
Site 3 - PPE			1
HMA plant - waste, fuel spills, bunding, site cleanliness, oil/fuel drums	2	9	1
Site 6 - dust control, PPE, bitumen spills, waste	3	12	7
Total	32	100	51

As FRA's Environmental Specialist covers all FRA projects and investments and not just TIISP, as the work program expands and additional subprojects are approved under the TIISP, PIT will require additional resources to ensure effective inspection and supervision of active contractors and subprojects.

3.2 Consultation, Communications and Grievance Redress

The project's consultation and communications plan (CCP) is being implemented across project activities and is a continuous process. Consultations were undertaken for subproject safeguards due diligence, as well as for wider project information disclosure, following the CCP through media releases (local newspaper, radio announcements and FRA website postings). The project has established a grievance redress mechanism (GRM)—refer to Figure 3.1—which is being implemented by FRA and is required to be implemented by each contractor.

Figure 3.1: The Project's GRM



The key functions of a GRM are to:

- Record, categorize and prioritize the grievances;
- Settle the grievances in consultation with complainant(s) and other stakeholders;
- Inform the aggrieved parties about the solutions; and
- Forward the unresolved cases to higher authorities.

The PIT monitors the GRM as implemented by contractors and summarizes the GRM registry/record sheet in monthly and quarterly progress reporting. A summary of the complaints

and grievances received in the reporting period are included in Annex 4.

During this reporting period a total of nine grievances were received. The complaints were all related to SARUP 1 works. The complaints and grievances included the following issues:

- Traffic control and management issues – queues, detours, potholes/holes not signed or marked, safety issues;
- Requests for footpaths and other additional works;
- Damage to footpath;
- Traffic management and control requests - need for signage, traffic control and flag-men;
- Need for bus stops and bus traffic management;
- Road surface compaction (safety and vehicle wear issues);
- Timing of major works and equipment/vehicles/plant to avoid peak hours; and
- Depth of road viz driveway access to adjacent property too deep (vehicle damage).

Summaries of the grievance and actions taken will be posted on the project's webpage on FRA's website.⁵

3.3 Institutional Strengthening and Capacity Building

A training calendar has been prepared by PIT safeguards specialists to undertake training and capacity building for field engineers and contractors. The first training, focusing on implementation of environmental safeguards, was carried out on 08/11/17 for FRA Engineers involved in the implementation of the sub-projects.

Following the issues with the CESMP of CRC5, the PIT provided training to key staff of CRC5 on 23/11/17. The staff have also been trained in use of the site monitoring and inspection checklists and on-the-job application of the checklists while on site.

3.4 Compliance with Covenants and Agreements

Based on the foregoing, the project is complying with the loan covenants covering environmental safeguards matters and project agreements and requirements.

The next semi-annual safeguards monitoring report for environment will cover the period Jan – Jun 2018 and will be submitted at end of July 2018.

⁵ The names of complainants are not included in the summary page on FRA's website.

Annex 1 – SARUP 1 Subproject Photos

SARUP 1 Projects



Figure 1: Footpath Clearance Inspection



Figure 2: Concrete Pouring along Macarthur Street



Figure 3: Concrete Pouring at Gaji Roundabout






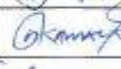



Figure 4: Milling along Khalsa Road Intersection

Annex 2 – Attendance List

FIJI ROADS AUTHORITY

SITE MONITORING AND INSPECTION CHECKLIST TRAINING 08/11/17, CLOUD ROOM, FRA OFFICE

Attendance List

No.	Name	Designation	Signature
1	Mitiasi Wasasala	Road Inspector	
2	Alitia Temo	Graduate Engineer	
3	Amala Purag	IE	
4	Imanueli Lekenana	IE	
5	Yoseph Taju	SE	
6	Samuela Tanakebani	Environmental Specialist	
7	Surag Kumar	IE	
8			
9			
10			
11			
12			

Annex 3 – Instructions to SARUP 1 Contractor

Date	Site	Code	Action	Remarks	Review Date
09.11.2017	Site2: Concrete Paving	B2	Opportunity	Fuel drums to be banded	15.11.2017
		B3	Opportunity	Oil drums not banded	15.11.2017
		C1	Opportunity	Bitumen products to be stored in banded area	15.11.2017
		C3	Opportunity	Need wash down area to be allocated	15.11.2017
		D1	Opportunity	Pedestrian access to be demarcated onsite	15.11.2017
		D2	Opportunity	Signs to be checked daily	Visual inspection
09.11.2017	Site2: FBS	A1	Non-Conformity	Issued verbal instruction not to do burning	15.11.2017
		A5	Opportunity	All workers must be issued masks to wear	15.11.2017
		B1	Opportunity	Instructed to remove spill	15.11.2017
		B5	Opportunity	cement bags, formworks, mesh, extra kerbs to be removed	15.11.2017
		B6	Opportunity	To be provided	15.11.2017
		B7	Opportunity	Milled material off from site excavated soil to be leveled and proof rolled	15.11.2017
		D1	Opportunity	Clear pedestrian access to be demarcated	15.11.2017
10.11.2017	Site5: AC Paving	A1	Observation	Burning of solid waste	same day
		A2	Observation	Trucks moving through the site creating dust	same day
		A3			
17.11.2017	Batching Plant (Night Works)	A6	Opportunity	Smoke from plant	27.11.2017
		A9	Opportunity	Dust from asphalt plant	27.11.2017
		B1	Observation		27.11.2017
		B2	Observation		27.11.2017
		B3	Observation	No. of oil waste drums = 7	27.11.2017
		C1	Opportunity	Place multiple rubbish bins in the yard.	27.11.2017
		C2	Opportunity	Outdoor waste holding area to be protected from wind and rain.	27.11.2017
		D1	Opportunity	Standing water in works yard area	27.11.2017
		E2	Opportunity	Adequate lighting and signage required.	27.11.2017
21.11.2017	CR5G Site Office & Storage Garage yard	B4	Opportunity	Fuel/Oil/Emulsion drums to be banded & sheltered.	27.11.2017
		C1	Opportunity	Solid waste bins with lids to be provided	27.11.2017
		D1	Opportunity	Construct proper drainage facilities for kitchen & parking area in storage yard.	29.11.2017
		E3	Observation	First Aid kits to be provided for site office and storage yard.	29.11.2017
		E4	Opportunity	PPE to be provided for personnel.	29.11.2017
		E6	Observation	STI/HIV/AIDS Information to be provided and accessible to all staff	29.11.2017
		E7,8		Sept 2017; Mandatory to ALL personnel	30.11.2017
		G1	Observation	Pets to be restrained.	01.12.2017
23.11.2017	Site4: RAB	B7	Observation	CR5G to dispose of stockpiled soil to their yard	same day
24.11.2017	Batching Plant	E3	Opportunity	Batching plant operator & mechanic to wear PPEs for visibility purposes	same day
25.11.2017	Site4: RAB	C3	Opportunity	Wash down area to be designated onsite.	same day

Date	Site	Code	Action	Remarks	Review Date
28.11.2017	Site8: Roundabout	D3	Observation	Need lollipop signs	01.12.2017
29.11.2017	Batching Plant (Night Works)	E3	Opportunity	safety glass for workers	01.12.2017
30.11.2017	Site8: Roundabout	B6	Non-Conformity	To be provided for timber sawed offcuts and waste materials; to be collected and disposed offsite	
		B7	Non-Conformity	to be collected and disposed offsite	same day
		C4	Observation	emulsion applied day before may be entering watercourse during rainy spells	
30.11.2017	Site2	D3	Observation	traffic controllers to be present onsite during peak hours	same day
		D4	Observation	signs to be kept clean for visibility purposes	same day
01.12.2017	Site2: Ch1485-1578.40	A6	Observation	May require water spraying	Same Day
		A7	Opportunity	May require water spraying	Same Day
		B1	Non-Conformity	Visible bitumen spilled into drain (bucket full)	06.12.2017
		B5	Opportunity	Instructed to collect and remove from site @ end of days work	Same Day
		B6	Opportunity	To be provided	08.12.2017
		B3	Non-Conformity	Bitumen spilled into drain entering watercourse	08.12.2017
		B4	Non-Conformity	Bitumen spilled into drain entering watercourse	08.12.2017
		B5	Non-Conformity	Yes! New recruit seen pouring foaming bitumen directly into drain; Not runoff	08.12.2017
01.12.2017	Site4: RAB	B6	Observation	Need to have site bins onsite	08.12.2017
01.12.2017	Batching Plant	A7	Observation	Minor dust clouds; clear within 2-3min.	Same Day
		B1	Opportunity	Fuel spills in the Garage area; need fuel drip pans	13.12.2017 --> 15.12.2017
		B2	Opportunity	Oil waste drum open; 95% full & exposed to the elements; not banded	13.12.2017 --> 15.12.2017
		B3	Observation	7 oil waste drums observed standing in various locations around the yard; not banded and exposed to the elements.	13.12.2017 --> 15.12.2017
		C1	Opportunity	Visible litter in works yard; require solid waste collection bins to be provided.	13.12.2017 --> 15.12.2017
		C2	Opportunity	solid waste collection bins required	13.12.2017 --> 15.12.2017
		C3	Non-Conformity	Outdoor waste receptacles NOT provided; waste is collected in a waste heap & burned regularly; frequency of burning of rubbish is not known.	13.12.2017 --> 15.12.2017
		C4	Opportunity	Waste not emptied but burned in works yard.	13.12.2017 --> 15.12.2017
		D1	Opportunity	Standing water in vehicle ramp is breeding mosquitoes; needs to be emptied out and sheltered/covered; 4 people have fallen into the ramp in separate incidents but still nothing has been done about it.	13.12.2017 --> 15.12.2017

Date	Site	Code	Action	Remarks	Review Date
		E3	Non-Conformity	Instructed on 29/11 to provide dust goggles for workmen clearing dust heaps; still hasn't been provided onsite prior to batching; instructed to provide	13.12.2017 --> 15.12.2017
03.12.2017	Site 2: Ch7-200	B5	Opportunity	Cement bags to be collected and disposed	Same Day
		D3	Observation	Assigned traffic guys @ both ends of recycling train with "slow down" sign.	Same Day
03.12.2017	Site8: Roundabout	B5	Observation	Put rubbish in the bin	Same Day
		B6	Observation	provide solid waste collection bins	13.12.2017
		C1	Opportunity	Drums onsite to be banded or at least specified.	
05.12.2017	Site2: ch0+200-0+400	A5	Non-Conformity	Masks NOT worn by all workers; must be issued to FBS team daily	Next FBS
		B5	Observation	to be removed from site	Same Day
		B6	Non-Conformity	to be provided onsite	13.12.2017
		C3	Observation	cement runoff during heavy rain	13.12.2017
		C4	Observation	cement runoff during heavy rain entering watercourse	13.12.2017
		C5	Observation	cement runoff during heavy rain entering drain or channel	13.12.2017
05.12.2017	Site8: Roundabout	B4	Observation	refueling of poker equipment need to allocate area	13.12.2017
		B5	Observation	Need to have site bins onsite	13.12.2017
		B6	Observation	Need to have site bins onsite	13.12.2017
06.12.2017	Site8: Roundabout	B1	Observation	Handle it with care	13.12.2017
		B5	Observation	need to provide rubbish bins onsite	13.12.2017
		B6	Observation	need to provide rubbish bins onsite	13.12.2017
		C1	Opportunity	need to bund the drums onsite	13.12.2017
09.12.2017	Site8: Roundabout	B5	Observation	provide solid waste collection bins	13.12.2017
		B6	Observation	provide solid waste collection bins	13.12.2017
09.12.2017	Site 2: ch600-800	A2	Observation	clears after 2min	same day
		A5	Opportunity	Masks NOT worn by all workers; must be issued to FBS team daily	same day
		A6	Opportunity	masks to be provided to workers	same day
		B5	Non-Conformity	Cement bags to be collected and disposed	same day
		B6	Observation	solid waste collection bins required	13.12.2017
		D3	Opportunity	lollipop signs and cones required onsite	same day
09.12.2017	Batching Plant (Night Works)	A1	Opportunity	burning of solid waste at the back of batching plant	same day
		B1	Opportunity	spill/drip trays for drums; No. of drums = 7	TBC
		B2	Non-Conformity	Oil waste drums not in an impervious bund	TBC
		B5	Non-Conformity	oil seen in waterway	TBC
		C2	Opportunity	outdoor waste holding area NOT protected from wind and rain = Needs Improvement	TBC
		C3	Opportunity	outdoor waste receptacles NOT covered = Needs Improvement	TBC
		C4	Non-Conformity	date undetermined; outdoor burning of solid waste done daily	TBC
		D1	Opportunity	water pooling in vehicle ramp breeding mosquitoes	TBC

Date	Site	Code	Action	Remarks	Review Date
		E3	Opportunity	safety dust goggles for workers to be provided	Daily inspection
		E4	Opportunity	Storage areas to be demarcated.	TBC
16.12.2017	Site8: Roundabout	B1	Opportunity	emulsion drum spills on grass	Daily inspection
		B2	Opportunity	emulsion drums left on grass behind footpath	TBC
		B3	Opportunity	demarcate drums left onsite	
		B5	Non-Conformity	solid waste collection bins required	
		B6	Non-Conformity	Not onsite	
		C1	Opportunity	to demarcate and be stored away from pedestrians	
		D3	Opportunity	communication devices and lollipop signs required onsite	
		E1	Opportunity	provide shelter for concreting teams	
		B5	Opportunity	cleanliness to be maintained	Daily inspection
		B6	Non-Conformity	Not onsite	TBC
17.12.2017	Site8: Roundabout	C1	Opportunity	demarcate and to be stored onsite away from the public	Daily inspection
		D3	Opportunity	communication devices and lollipop signs required onsite	
		E1	Opportunity	provide shelter for concreting teams	
		A1	Opportunity	CR5G advised not to briskly spread the cement to minimise dust	
		A5	Opportunity	Cement bags to be disposed after the works onsite	
17.12.2017	Site2: ch1+200-1+400	A1	Opportunity	CR5G advised not to briskly spread the cement to minimise dust	
		A5	Opportunity	Cement bags to be disposed after the works onsite	
18.12.2017	Site8: Roundabout	D1	Observation	Barricading footpath to prevent public from crossing onto the site.	
		D5	Observation	safety glasses, hard helmet to be provided	
28.12.2017	Site4: RAB	A2	Observation	Concrete mixer truck smoke emission	
29.12.2017	Site8: Roundabout	C1	Observation	Unused formworks to be taken back to Contractors Yard	
05.01.2018	Site3: ch0+310-0+430	A5	Observation	workers to be provided with dust masks and safety dust goggles	
06.01.2018	Site4: RAB	A1	Opportunity	instructed not to burn waste onsite	same day
		B5	Opportunity	Instructed to collect and remove from site @ end of days work	
		B6	Opportunity	provide solid waste collection bins	
10.01.2018	Site4: RAB	B5	Observation	rubbish bins required	
		B6	Observation	not onsite	
		B7	Observation	waste or surplus materials to be removed from site	
11.01.2018	Site4: RAB	B5	Observation	need to provide rubbish bins onsite	
		E1	Opportunity	Surplus materials from excavation to be removed from site	
09.02.2018	Site 5 : AC14 paving	B5	Opportunity	food packs from contractor (visible litter onsite)	
		B6	Non-Conformity	None onsite	
		B7	Opportunity	AC14 waste material to be removed from F/paths and traffic islands.	
		C3	Opportunity	Emulsion runoff	
		C4	Opportunity	Emulsion runoff from pavement into channel and entering waterway	

Date	Site	Code	Action	Remarks	Review Date
		D2	Opportunity	STMS instructed to set up Detour and Road Closed signs onsite.	
		D4	Observation	None set up onsite	
13.02.2018	Batching Plant (Night Works)	A2	Opportunity	Smoking inside Operation Room: Despite the "NO SMOKING" instruction inside the control room given, batching plant operator not complying.	
		B1	Observation	Bitumen spills at the drop off point near storage tanks to be cleaned up	
		E4	Non-Conformity	CR5G workers STILL not wearing masks, CR5G advised to provide proper protective masks.	
19.02.2018	Batching Plant (Night Works)	A7	Opportunity	Dust emission can be controlled by obtaining cleaner aggregates. Mr Wang advised to coordinate with aggregate supplier	
		C1	Opportunity	Segregation of wastes & materials to be improved.	
		D1	Opportunity	Batching plant in-charge advised to maintain aggregates compartments free from standing water	
19.02.2018	Site 2 : Environmental Monitoring Review Inspections	B5	Observation	litter observed at kerb installation & retaining wall work sites	Review to be conducted when CR5G Environment Officer returns to work.
		B6	Non-Conformity	to be provided onsite	
		B7	Opportunity	proper disposal of waste to be done daily	
	Site 4 RAB : Environmental Monitoring Review Inspections	B5	Opportunity	site cleanliness to be maintained for stock piles on RAB	
		B6	Non-Conformity	to be provided onsite	
		B7	Opportunity	To be cleared daily.	
	Site 4 : Environmental Monitoring Review Inspections	B5	Opportunity	formwork timbers scattered onsite by footpaths; bus bay litter from contractor evident onsite - to be cleared and site cleanliness to be maintained	
		B6	Non-Conformity	to be provided onsite	
		B7	Opportunity	To be cleared daily.	
	Site 8 RAB : Environmental Monitoring Review Inspections	B5	Non-Conformity	Site waste should have been cleared during clean up prior to opening of RAB; still not cleared to date. To be cleared.	
		B6	Opportunity	None onsite for workers working on traffic islands; min of 2 to be provided.	
	HMA Plant : Environmental Monitoring Review Inspections	A1	Observation	No burning observed during visit; but we are aware that this occurred daily.	
		B1	Opportunity	Visible fuel/oil/bitumen spills noticed throughout the yard; drip tray to be provided for bitumen tankers and oil/fuel drums.	
		B2	Opportunity	no bund provided for standing oil/fuel drums (6total); bund to be constructed	
		B3	Opportunity	6 no.	
		B4	Opportunity	observed onsite, to be rectified by contractor	
		B5	Opportunity	oil waste disposal not confirmed as a designated approved off-site area	

Date	Site	Code	Action	Remarks	Review Date
		C1	Opportunity	site cleanliness to be maintained throughout the yard	
		C2	Opportunity	some protected from wind and rain, others dumped in open space	
		C3	Opportunity	receptacles not covered, mostly fills up with water during rainy spells and yard pets spreading rubbish throughout the yard	
		C4	Non-Conformity	Waste receptacles not emptied by town councils, water dumped onsite in 2 or more locations throughout the yard.	
		D1	Non-Conformity	Vehicle ramp filled up with runoff from garage; runoff has mixture of dust, oil and fuel; to be pumped out and properly barricaded.	
		E3	Opportunity	dust coats and masks for workers to be provided; previously instructed but nothing done to date;	
	Site Yard : Environmental Monitoring Review Inspections	B2	Non-Conformity	oil spills still observed onsite; drip trays to be provided when refueling	
		B3	Observation	bund constructed	
		C1	Opportunity	visible litter observed around garage and storage yard	
		F1	Non-Conformity	GRM not recorded/not provided	
20.02.2018	Site 6 : FBS ch1100-1210	A6	Observation	Dust masks provided	<u>Corrected onsite.</u>
		A7	Opportunity	A lot of dust from works; spray with water after grading	
		B1	Opportunity	Bitumen spills onsite; provide a drip tray or properly dispose of bitumen spills	
		B5	Opportunity	Reminded to collect foam takeaway packs after dinner	
		B6	Non-Conformity	None onsite	
		B7	Observation	cement bags stacked onsite after spreading; collected and put into skip bin at site yard	
		C1	Observation	Bitumen inside tank	
		C3	Observation	no runoff of cement	
		D2	Opportunity	improve sign spacing's and need to cover conflicting signs within work space	
20.02.2018	Site 4 : AC 14 ch868-1120 to ch0-71	A2	Observation	smoke odour from drum roller	same night
		B5	Observation	dumping of AC 14 waste material on road side	
		B6	Non-Conformity	no bins provided	
		B7	Opportunity	Dumping of AC 14 waste material on footpaths; to provide bins at every 50m.	
		C4	Opportunity	Floodlights to be provided	
		C5	Opportunity	Hi-V vests need replacement	
22.02.2018	Site 6 : FBS ch1210-1340	A7	Observation	Light spraying of water was done as instructed by Mr. Wang to prevent dust	same night
		B5	Opportunity	Instructed to remove all wastes from site and transport to yard to be disposed into the skip bins	
		C6	Opportunity	bitumen spillages from tanker and recycler to be disposed to CR5G yard	

Date	Site	Code	Action	Remarks	Review Date
		D4	Opportunity	Only one set up installed onsite; site supervisor advised to provide additional set up for night works.	
23.02.2018	Site 6 : FBS ch1340-1450	A1	Opportunity	burning of cement bags usually done at the storage yard; but it was closely monitored and stopped tonight; instructed to dispose cement bags into skip bin	same night
		A2	Opportunity	dust from FBS recycling cuts	
		A3	Opportunity	excessive dust from FBS	
		A6	Opportunity		
		A7	Non-Conformity	not done onsite	
		B1	Observation	laborers cleaned up spills from bitumen truck and recycler	
		B5	Observation	all visible litter created by FBS cleaned up	
		B6	Non-Conformity	not provided onsite despite numerous requests for bins to be provided	
		B7	Opportunity	only when accompanied by FRA Engineer; but otherwise burnt at the yard	

Annex 4 – Summary of Grievance Redress Mechanism

COMPLAINT REGISTER			
Date	Complaint Received	Action Required/ Taken	Actioned Date
20-Aug-17	I have been noticing the long traffic queuing along Edinburgh drive during peak hours of the morning and it has forced vehicles to enroute via waimanu road or to take the reservoir road to walk bay in order to get to the city. Today I decided to drive through edinbirgh drive and noticed this. Last week a contractor had dug up the road across before the tebara buses garage. I guess with the wet weather the contractor did not cover the area well and it has caused all traffic to slow as the affected area is quite deep enough for someones car to fall to pieces.	Instruction given to the contractor to plan out night works so that works are completed and lanes opened prior to peak hours in the morning.	20-Aug-17
28-Aug-17	Vinaka vaka levu for starting rehab work on my request. Plz kindly include the following in the bill of works. i) A footpath on left going down is absolutely essential for safety reasons. This may require building up a weak point. ii) Bevel the road edge at junction to Belo Rd. on right side to improve visibility. iii) People stop and park vehicles overnight. Please provide clear no stopping/parking signage. In this regard walk way will be very helpful from enforment view. Plz plz donot cut corners. You have come after long time. Make it good so that we are ever grateful to FRA. Am willing to meet you at site. Let me know. T hanks and God Bless you all. Indra Deo	Community consultation conducted and request for footpath agreed by FRA engineers	17-Sep-17
30-Aug-17	Fiji Times Eyewitness 1/8/17 Damaged Footpath Full Description : Attached eye witness in FT 1/8/17	this work is part of ancillary works for Ratu Mara road - Site 3	Works not yet commenced
1-Sep-17	Request to place WORK IN PROGRESS signage at the bottom of Gaji Rd to advise public Full Description : Praveen called to say that works is happening at Gaji Rd and their is no signage placed to advise public that work is actually happening.	All traffic management was immediately inspected by FRA engineers on site and signs were correctly placed.	1-Sep-17
13-Sep-17	Buses using Loft Street and Kimberly Street due to clousure of McArthur street. There has been few near misses along the Loft street and accidents at the junctions as this street is very narrow and buses take up whole road to turn in and out.	Met with Land Transport Authority (LTA) and the bus operators to work on the temporary new route licence for the bus operators. Thurston Street has been setted up as the temporary bus route.	20-Sep-17
20-Sep-17	Traffic Management - along Rewa Dairy to manohan bldg Full Description : Not sure if this is a maintenance work or otherwise. Aguy by the name Hussain has been travelling pass the Rewa Dairy in Nabua and he notices that there has been little or no traffic management around the works happening along this stretch. He claims the contractor blocked off one lane and there was chaos in this area especially when it's a busy and heavily populated area. There was an accident between a vehicle and Vatukoula bus. Mr. Hussain advises that the contractors do not care about the traffic as the FRA personnel are not on the ground.	All traffic management was immediately inspected by FRA engineers on site and traffic controllers placed at all intersections.	20-Sep-17
27-Sep-17	Can the milled layers be flattened for safer passing of smaller cars, as theres a difference in layers and smaller vehicles find it hard to cross over. Mr Arvin from Valelevu	Contractor instructed to provide ramps at cross over locations.	27-Sep-17
	From Ryan Kennedy: it's 10:30 and the machines are still operating on the main road at the RB Patel junction. This is ridiculas and we have work tomorrow. It's 11 and they still at it. #9995107	No action can be taken as SARUP contract is programmed to run 24 hours 7 days.	
28-Sep-17	1st of all thank you for getting our roads fixed and up to date, however, with the current road works been carried out infront on my home, 18 kings road center point Suva, they have deepen the lane which travels from Suva side to nausori, so when I take out my car from my drive way my car's bottom part touches the footpath and as I always travel the opposite lane, so then going into the lane which is traveling from nausori to Suva side, my car's bottom part again grinds on the road....thus my car keeps getting damaged from past 2 days. I have notified the workers on 3 different occasions to make the slopes so the car doesn't get damaged and always they have agreed to do so but never did it. Please see attached photos and call me on 8464028 for further clarifications on my complaint. I hope to get a favorable reply soon Vinaka Shivneel prasad	Instructions Given to contractor to provide safe and free access for all the properties.	28-Sep-17