



Европейска инвестиционна банка
Evropská investiční banka
Den Europæiske Investeringsbank
Europäische Investitionsbank
Euroopa Investeeringispank
Ευρωπαϊκή Τράπεζα Επενδύσεων
European Investment Bank
Banco Europeo de Inversiones
Banque européenne d'investissement
An Banc Eorpach Infheistíochta
Europska investicijska banka
Banca europea per gli investimenti

Eiropas Investīciju banka
Europos investicijų bankas
Európai Beruházási Bank
Bank Ewropew tal-Investment
Europese Investeringsbank
Europejski Bank Inwestycyjny
Banco Europeu de Investimento
Banca Europeană de Investiții
Európska investičná banka
Evropska investicijska banka
Euroopan investointipankki
Europeiska investeringsbanken

Luxembourg, 3 July 2024

Ref: Complaint SG/E/2024/10

Dear Sir,

We refer to our email of 11 April 2024, in which we informed you that the European Investment Bank (EIB) Group Complaints Mechanism Division (EIB-CM) was carrying out a review of your complaint lodged on 29 January 2024.

Your complaint concerns the Kwa Jomvu-Mariakani Road portion of the Regional Mombasa Port Access Road project in Kenya (the project) financed by the EIB. Considering the content of your complaint, the EIB-CM deemed it appropriate to reply by letter, in line with § 4 of the EIB Group's Complaints Mechanism Procedures¹.

In your complaint, you alleged that seven staff members had not received monthly salary payments from a sub-contractor of the supervision consultant (who, in turn, is a consultant of the promoter) for the Kwa Jomvu-Mariakani Road portion of the project. You also stated that you had registered your grievances through the project's official procedures on the construction site, but that they had not been addressed.

Following the receipt of your complaint and the review of its content, the EIB-CM shared your concerns with the relevant EIB operational team with a view of addressing the matter. Through the coordination with the operational team, the EIB was informed that actions had been taken to address the matter and that, on 16 April 2024, the relevant sub-contractor paid all due sums to all employees. The EIB also received a proof of said payment.

¹ § 4 of the EIB Group Complaints Mechanism Procedures - The simplified procedure applies to complaints, which, because of their subject, are of easy and prompt resolution. In the case of simplified procedure, the response of the EIB Group will be a letter from the EIB-CM [...].



We take note of your email of 30 April 2024 to the EIB-CM, confirming that all due sums have been paid and that the matter has been addressed in a satisfactory manner.

In light of the above, the EIB-CM will therefore proceed to the closure of the complaint.

Table 1 – OUTCOME OF THE EIB-CM ASSESSMENT

Allegation	Description of the outcome(s)
Salary arrears for sub-contractor's employees	Friendly solution The allegation has been addressed during the initial assessment phase.

We remain at your disposal should you have any questions or requests for clarification regarding this case.

Yours sincerely,

EUROPEAN INVESTMENT BANK

Complaints Mechanism

Available remedy:

Complainants that are not satisfied with the conclusions letter may file a complaint of maladministration against the EIB Group with the European Ombudsman².

² Available at: <https://www.ombudsman.europa.eu/en/home>.