



Complaint Register

| Complaint No. | Complaint Received Date | Category | Complaint Details | Follow up Action /Recommendation | Status |
|---------------|-------------------------|----------|---|--|--------|
| 004 | 05 December 2016 | Dust | <p>According to ENPO's email to the Environmental Team, Engineer's Representative and Contractor on 5 December 2016, it is noted that EPD received a complaint lodged by a member of the public regarding the construction dust inside the basement of Passenger Clearance Building. The complaint content as extracted below:</p> <ul style="list-style-type: none"> "投訴禮頓俊和联形盈公司，港珠澳大橋人工島旅檢大樓地窖；港珠澳大橋人工島旅檢地盤，地窖，有很多微粒飄浮物，粉塵，大判未有提供口罩，又沒有切實方法防止飛塵，工人健康受害。(現在有間牆，噴漆，打磨牆面進行)" | <p>Based on the investigation results, it is suspected that potential dust emissions may be generated from the cutting and grinding activities. According to the information provided by the Contractor and the joint site investigation with RSS on 7 December 2016, the following mitigation measures were found implemented properly to mitigate the dust emissions:</p> <ul style="list-style-type: none"> • The main contractor had deployed a team to clean the entire basement area thoroughly, and provided water hose for dust suppression at some hotspots in order to enhance dust suppression during drilling, cutting works. • The main contractor also conducted specific toolbox talk training on 7 December 2016 to enhance the workers' awareness of using proper PPE, and good practice of drilling to minimize dust emission. • For dust removal during cutting and grinding, the contractor had already been ordered (i.e. dust collector and vacuum cleaner). The main contractor will following the supplier to provide the cleaner as soon as possible. • Before the implementation of the above measures, water spraying will be applied during cutting and grinding as effective dust suppression | Closed |



| Complaint No. | Complaint Received Date | Category | Complaint Details | Follow up Action /Recommendation | Status |
|---------------|-------------------------|----------|-------------------|---|--------|
| | | | | <p>measures.</p> <ul style="list-style-type: none">• Dust collector was being used to collect dust from drilling works, the dust was subsequently properly collected in the drum and disposed of.• Stockpiles of pre-bagged plaster powder was being covered by tarpaulin, mixing of plaster powder was being done in enclosed area in the basement to prevent the production of fugitive dust during mixing process.• The main contractor briefed the workers to use respirator at work when carry on grinding, cutting and drilling. The LCWJV supervisors and foremen also distributed new N95 respirator to the workers after the pre-work briefing on 7 December 2016. Sufficient stock of mask was in place (NIOSH approved 3M N95 respirator) <p>During the weekly site inspection conducted by the ET, ER and Contractor on 7 December 2016, the worker is wearing the respirator and eye protector during drilling activities at the basement area. The dust container was adhered with the hand electric drill during the drilling activities to minimize the dust emission. The Contractor implemented the dust suppression measures stipulated in Air Pollution Control (Construction Dust) Regulation.</p> | |



| Complaint No. | Complaint Received Date | Category | Complaint Details | Follow up Action /Recommendation | Status |
|---------------|-------------------------|----------|--|--|--------|
| | | | | <p>The Contractor was reminded to implement all necessary mitigation as specified in EIA, EM&A Manual, EMP, Method Statements, General and Particular Specifications of this Project.</p> <p>The Contractor was also reminded to provide the dust collector to collect dust during the drilling work in the basement area, provide the buckets of water for the dust disposal from dust collector and ensure the mixing process of plaster power are carried out in enclosed area. Additionally, the Contractor was suggested to keep watering record for checking at all time.</p> | |
| 005 | 14 December 2016 | Noise | <p>According to ENPO's email to ET, Engineer's Representative and Contractor on 14 December 2016, it was noted that EPD had received a complaint regarding a noise complaint from a member of public. The complainant said that he/she was disturbed by hammering noise generated from construction sites in mid-night over the past month. He/She suspected that the noise was generated from HZMB Project. Based on further email from ENPO on 20 December 2016, it is noted that the complainant lives in Seaview Crescent (海堤灣畔). He sometimes hears noise</p> | <p>According to the information provided by the Contractor, the following activities were carried out at construction site after 11 p.m. in November 2016 and December 2016:</p> <p>From 23:00 hrs to 07:00 hrs on next day</p> <ul style="list-style-type: none"> • Concreting works in PCB building (more than 2.5 km from Seaview Crescent) • No hammering activities were involved <p>The Contractor has Construction Noise Permit No. GW-RS1193-16 to undertake construction works during restricted hours. Based on the investigation results, it was found that the noise nuisance is not</p> | Closed |



| Complaint No. | Complaint Received Date | Category | Complaint Details | Follow up Action /Recommendation | Status |
|---------------|-------------------------|----------|---|--|--------|
| | | | created by impacting metals or metal/ground, particularly in December 2016. | related to Contract No. HY/2013/01. No follow-up action is required. | |

Statistics on Environmental Complaints, Notifications of Summons and Successful Prosecutions

| Reporting Period | Cumulative Statistics | | |
|--|-----------------------|--------------------------|-------------------------|
| | Complaints | Notifications of Summons | Successful Prosecutions |
| This reporting period | 2 | 0 | 0 |
| From commencement date of contract to end of reporting month | 5 | 0 | 0 |