



Complaint Register

Complaint No.	Complaint Received Date	Category	Complaint Details	Follow up Action /Recommendation	Status
007	2 June 2017	Dust	<p>According to ENPO's email to the Environmental Team, Engineer's Representative and Contractor on 2 June 2017, it was noted that EPD received a complaint lodged by a worker regarding the construction dust in the site area. The complaint content as extracted below:</p> <p>"地盤工人 X 先生投訴港珠澳大橋人工島出入境旅檢地盤沒有灑水，導致地盤周圍佈滿泥塵，令工人健康受害，要求環保署進行突擊跟進巡查才可發現問題及要求回覆。"</p>	<p>Based on the further information from the meeting with EPD on 6 June 2017, the complaint is focus on the dust generation from the works area at the Northern side of the Island. As confirmed by the Contractor, works area at the Northern side of the Island is not under this contract. No notification of summons and prosecution was received during the reporting period.</p> <p>The watering plan, which include the information of watering schedule, routing of trucks for watering and the location of water filling, was prepared and submitted to RE and ENPO. The Contractor was also reminded to implement all necessary mitigation as specified in EIA (Section 5.5.6.3), EM&A Manual (EM&A Log Ref: A3), EMP, Method Statements, General and Particular Specifications of this Project to minimize the potential dust impact during construction activities.</p>	Closed.
008	6 June 2017	Dust	<p>According to ENPO's email to the Environmental Team, Engineer's Representative and Contractor on 6 June 2017, it was noted that EPD received a complaint lodged by a worker regarding the construction dust in the site area. The complaint content as extracted below:</p> <p>"地盤工人投訴港珠澳大橋人工島出入境旅檢地盤沒有灑水，導致地盤周圍佈滿泥塵，令工人健康受害，要求環保署跟進及回覆。"</p>	<p>A weekly site inspection was conducted by the ET and Contractor on 7 June 2017 for the construction site area under Contract No. HY/2013/01. During the site inspection, the access road was observed wet and no adverse dust impact was observed.</p> <p>The Contractor have arranged a staff to supervise the haul road condition near PCB building. In case of adverse dust emission, the Contractor should arrange the water truck or front-line staff to enhance the watering. The watering plan, which</p>	Closed.



路政署
HIGHWAYS DEPARTMENT

港珠澳大橋香港工程管理處
Hong Kong - Zhuhai - Macao Bridge
Hong Kong Project Management Office

Contract No. HY/2013/01

Hong Kong-Zhuhai-Macao Bridge

Hong Kong Boundary Crossing Facilities – Passenger Clearance Building

12th Quarterly EM&A Report

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Statistics on Environmental Complaints, Notifications of Summons and Successful Prosecutions

Reporting Period	Cumulative Statistics		
	Complaints	Notifications of summons	Successful prosecutions
This reporting period	0	0	0
From commencement date of contract to end of reporting period	8	0	0