



ETS-Testconsult Ltd – Environmental Team (ET)			
Complaint Investigation Report			
Contract No. HY/2013/02 - Hong Kong- Zhuhai- Macao Bridge Hong Kong Boundary Crossing Facilities – Infrastructure Works Stage I (Western Portion)			
Details of the Complaint			Log No. : 002
Date	21 May 2015	Time	---
Location			
HKBCF			
Circumstances:			
One complaint was received by EPD from a public via EPD's hotline on 21 May 2015 and was forwarded by EPD to Highways Department and then the ENPO on 22 May 2015. Then the ENPO forwarded the complaint by email to the R.E. (AECOM), the Contractor (China Harbour) and the ET (ETS-Testconsult Ltd.) of Contract No. HY/2013/02 at 17:39 on 22 May 2015. The complainant complained that noise generation and dark smoke emission produced from plants undertaking at night-time works at HKBCF Project.			
Follow action(s)			
Follow up by	Environmental Team of Contract No. HY/2013/02	Date	23 May 2015
Details of Follow up action(s)			
After received the details of the complaint from the ENPO on 22 May 2015, the ET of Contract No. HY/2013/02 have performed a related follow-up inspection on 23 May 2015 to investigate this event. The inspection was concentrated to check the working hours for construction activities carried out by the Contractor of Contract No. HY/2013/02 during this week. After checked with the Contractor of Contract No. HY/2013/02, the construction works of this Contract during this week was carried out from 08:00 to 18:00 and no any works and PME operation were undertaken at night-time. Hence, the complaint was found non-related to Contract No. HY/2013/02. Although this complaint was non-related to Contract No. HY/2013/02, the Contractor of Contract No. HY/2013/02 was reminded to provide appropriate noise and smoke mitigation measures, such as switched off vehicles and equipment while not in use, scheduled the construction works to minimize noise nuisance and well-maintained plant operated on-site to minimize noise nuisance and dark smoke emission produced etc.			
Details of Action(s) Taken by the Contactor of Contract No. HY/2013/02			
1. Provide well-maintained plant operated on-site and plant served regularly; 2. Switched off vehicles and equipment while not in use; 3. Scheduled the construction works to minimize noise nuisance etc.			
Conclusion			
Refer to the above mentioned inspection, since no any works was undertaken at night-time, this complaint was found non-related to Contract No. HY/2013/02. Although this complaint was non-related to Contract No. HY/2013/02, the Contractor of Contract No. HY/2013/02 was reminded to provide suitable mitigation measures to reduce the noise impact and dark smoke emission produced during the construction works. The complaint was found non-related to Contract No. HY/2013/02.			
Issued by:	C. L. Lau	Date:	02 June 2015
Designation:	Environmental Team Leader	Signature:	