



Report No.006

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. : 006
Date	01 December 2016	Time	---
Location			
Hong Kong – Zhuhai – Macao Bridge construction site at East Coast Road			
Circumstances:			
One complaint was received by EPD from public on 01 December 2016 and was forwarded by EPD to the HYD and ENPO and then to the R.E. (AECOM) on 01 December 2016. Then the R.E. (AECOM) forwarded the complaint by email to the Contractor (China Harbour) and the ET (ETS-Testconsult Ltd.) of Contract No. HY/2013/02 at 17:57 on 01 December 2016. The complainant complained that large amount of mud/slurry at East Coast Road suspiciously originated from HZMB construction site.			
Follow action(s)			
Follow up by	Environmental Team of Contract No. HY/2013/02	Date	02 December 2016
Details of Follow up action(s)			
After received the details of the complaint from the R.E. (AECOM) on 01 December 2016, the ET of Contract No. HY/2013/02 have performed a follow-up investigation on 02 December 2016 to investigate this event. The investigation was included to check that if any mud/slurry originated to East Coast Road by the Contractor of Contract No. HY/2013/02 on 01 December 2016. After checked, no mud/slurry was observed around the East Coast Road site entrance during the site inspection and audit on 01 December 2016. 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 check the East Coast Road site entrance more frequently to ensure no mud/slurry at the site entrance, clean up the mud/slurry immediately to avoid public nuisance no matter the mud/slurry was generated from them or not once received the complaint of the location which specified within Contract No. HY/2013/02's site boundary at portion I and provide one person stayed at the site entrance during working hours for cleaning up the mud/slurry.			
Details of Action(s) Taken by the Contactor of Contract No. HY/2013/02			
<ol style="list-style-type: none"> 1. To check the East Coast Road site entrance more frequently to ensure no mud/slurry at the site entrance. 2. To clean up the mud/slurry immediately to avoid public nuisance no matter the mud/slurry was generated from them or not once received the complaint of the location which specified within Contract No. HY/2013/02's site boundary at portion I. 3. To provide one person stayed at the site entrance during working hours for cleaning up the mud/slurry. 			
Conclusion			
Refer to the above mentioned inspection, no mud/slurry was observed around the East Coast Road site entrance of Contract No. HY/2013/02 during the site inspection and audit on 01 December 2016. 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 check the East Coast Road site entrance more frequently to ensure no mud/slurry at the site entrance, clean up the mud/slurry immediately to avoid public nuisance no matter the mud/slurry was generated from them or not once received the complaint of the location which specified within Contract No. HY/2013/02's site boundary at portion I and provide one person stayed at the site entrance during working hours for cleaning up the mud/slurry.			
Issued by:	C. L. Lau	Date:	12 December 2016
Designation:	Environmental Team Leader	Signature:	

Report No. 007

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. : 007
Date	02 December 2016	Time	---
Location			
Hong Kong – Zhuhai – Macao Bridge construction site, the whole stretch of East Coast Road & Tung Fai Road			
Circumstances:			
<p>One complaint was received by Contract No. HY/2010/02 referred by the Government's Hotline (1823) on 02 December 2016 and was forwarded by ENPO to the R.E. (AECOM), the Contractor (China Harbour) and the ET (ETS-Testconsult Ltd.) of Contract No. HY/2013/02 by email on 14 December 2016. The complainant complained that the whole stretch of East Coast Road & Tung Fai Road is truly disgusting. The stone debris big and small and the mud is a nuisance to those who use the road every day. When dry there is a lot of dust and when it rains or when the road washing trucks are out it becomes a muddy mess. Cars and pedestrians are covered in dust or mud, cars are hit by stones is a daily hazard. Washing of construction vehicles is inadequate as the sand and soil is carried out onto the roads. Oversight of road conditions are not carried out by the Airport Authority. An alternative route should be created for the large number of construction vehicles as they drive fast.</p>			
Follow action(s)			
Follow up by	Environmental Team of Contract No. HY/2013/02	Date	15 December 2016
Details of Follow up action(s)			
<p>After received the details of the complaint from ENPO on 14 December 2016, the ET of Contract No. HY/2013/02 have performed a follow-up investigation on 15 December 2016 to investigate this event. The investigation was included to check that if any stone debris and mud/slurry originated to East Coast Road by the Contractor of Contract No. HY/2013/02 on 02 December 2016. After checked, no stone debris and mud/slurry were observed around the East Coast Road site entrance according to the Contractor and RE's site checking on 02 December 2016 (see attached photo 1). Hence, the complaint was found non-related to Contract No. HY/2013/02. During the site inspection of ET on 15 December 2016, the site entrance's condition was found much improved (see attached photo 2).</p> <p>Although this complaint was non-related to Contract No. HY/2013/02, the Contractor of Contract No. HY/2013/02 was reminded to check the East Coast Road site entrance more frequently to ensure no stone debris and mud/slurry, clean up the mud/slurry immediately to avoid public nuisance no matter the mud/slurry was generated from them or not once received the complaint of the location which specified within Contract No. HY/2013/02's site boundary at portion I and provide one person stayed at the site entrance continuously during working hours for cleaning up the mud/slurry.</p>			
Details of Action(s) Taken by the Contactor of Contract No. HY/2013/02			
<ol style="list-style-type: none"> 1. To check the East Coast Road site entrance more frequently to ensure no stone debris and mud/slurry at the site entrance. 2. To clean up the mud/slurry immediately to avoid public nuisance no matter the mud/slurry was generated from them or not once received the complaint of the location which specified within Contract No. HY/2013/02's site boundary at portion I. 3. To provide one person stayed at the site entrance continuously during working hours for cleaning up the mud/slurry. 			
Conclusion			
<p>Refer to the above mentioned checking, no stone debris and mud/slurry were observed around the East Coast Road site entrance of Contract No. HY/2013/02 according to the Contractor and RE's site checking on 02 December 2016 (see attached photo 1). The complaint was found non-related to Contract No. HY/2013/02. During the site inspection of ET on 15 December 2016, the site entrance's condition was found much improved (see attached photo 2).</p> <p>Although this complaint was non-related to Contract No. HY/2013/02, the Contractor of Contract No. HY/2013/02 was reminded to check the East Coast Road site entrance more frequently to ensure no mud/slurry at the site entrance, clean up the mud/slurry immediately to avoid public nuisance no matter the mud/slurry was generated from them or not once received the complaint of the location which specified within Contract No. HY/2013/02's site boundary at portion I and provide one person stayed at the site entrance continuously during working hours for cleaning up the mud/slurry.</p>			
Issued by:	C. L. Lau	Date:	16 December 2016
Designation:	Environmental Team Leader	Signature:	



Report No. 008



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. : 008
Date	13 December 2016	Time	---
Location			
Construction Sites of HZMB			
Circumstances:			
One complaint was received by EPD on 13 December 2016 and referred by EPD to the ENPO on 14 December 2016. 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 on 14 December 2016. The complainant complained that hammering noise generated over-night from unidentified sources possibly from Construction Sites of HZMB near a month.			
Follow action(s)			
Follow up by	Environmental Team of Contract No. HY/2013/02	Date	15 December 2016
Details of Follow up action(s)			
After received the details of the complaint from the ENPO on 14 December 2016, the ET of Contract No. HY/2013/02 have performed a related follow-up inspection on 15 December 2016 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 the past month. After checked with the Contractor of Contract No. HY/2013/02, the construction works of this Contract during the past month was carried out from 08:00 up to 23:00 and no any works and PME operation were undertaken at night-time after 23:00. 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 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 particularly to avoid to use hammering equipment during any night works etc. and comply with the valid CNP for overnight operation.			
Details of Action(s) Taken by the Contactor of Contract No. HY/2013/02			
<ol style="list-style-type: none"> 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; 4. Avoid to use hammering equipment during any night works; and 5. Comply with the valid CNP for overnight operation. 			
Conclusion			
Refer to the above mentioned inspection, since no any works was undertaken at night-time after 23:00 by Contract No. HY/2013/02 in the past month, 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 appropriate noise 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 particularly to avoid to use hammering equipment during any night works etc. and comply with the valid CNP for overnight operation.			
Issued by:	C. L. Lau	Date:	19 December 2016
Designation:	Environmental Team Leader	Signature:	