



Report No.009



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. : 009
Date	28 December 2016	Time	---
Location			
Construction Sites of HKBCF			
Circumstances:			
One complaint was received by Highways Department and referred by Highways Department to Contract No. HY/2010/02 on 28 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 at 20:17 on 28 December 2016. The complainant complained that [大嶼山港珠澳人工島地盤多項問題，投訴人指出地盤內蚊患嚴重，而且洗手間衛生欠佳和沖洗設施不足，是屬於中國港灣建築的地盤，要求部門跟進。]			
Follow action(s)			
Follow up by	Environmental Team of Contract No. HY/2013/02	Date	29 December 2016
Details of Follow up action(s)			
After received the details of the complaint from the ENPO at 20:17 on 28 December 2016, the ET of Contract No. HY/2013/02 have performed a related follow-up inspection on 29 December 2016 to investigate this event. The inspection was concentrated to check the site environment of the working areas and cleanness of portable toilets of Contract No. HY/2013/02. After checked, the site environment of the working areas were found acceptable that no mosquito was observed and cleanness of portable toilets were also found acceptable but it will have some improvement (see attached photos). 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 mitigation measures to prevent mosquito breeding, such as to clear potential stagnant pools or add mosquito oil into the pools, provide sufficient facilities for the toilets cleaning and arrange the cleaning of toilets more frequently.			
Details of Action(s) Taken by the Contactor of Contract No. HY/2013/02			
<ol style="list-style-type: none"> 1. Provide appropriate mitigation measures to prevent mosquito breeding, such as to clear potential stagnant pools or add mosquito oil into the pools; 2. Provide sufficient facilities for the toilets cleaning; and arrange the cleaning of toilets more frequently; 3. Arrange the cleaning of toilets more frequently. 			
Conclusion			
Refer to the above mentioned inspection, since the site environment of the working areas were found acceptable that no mosquito was observed and cleanness of portable toilets were also found acceptable but it will have some improvement. 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 mitigation measures to prevent mosquito breeding, such as to clear potential stagnant pools or add mosquito oil into the pools, provide sufficient facilities for the toilets cleaning and arrange the cleaning of toilets more frequently.			
Issued by:	C. L. Lau	Date:	31 December 2016
Designation:	Environmental Team Leader	Signature:	

Report No.010

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. : 010
Date	09 January 2017	Time	---
Location:			
Construction Sites of HKBCF			
Circumstances:			
<p>One complaint was received by Environmental Protection Department from a bus operator at the Hong Kong International Airport recently and referred to the ENPO. 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 12:17 on 09 January 2017. The complainant complained that the external bodies of buses & vehicles were seriously stained by the heavy dusts and mud produced from the construction sites onto the East Coast Road & Tung Fai Road, Airport Road Interchange and Sky City Interchange.</p>			
Follow action(s)			
Follow up by	Environmental Team of Contract No. HY/2013/02	Date	11 January 2017
Details of Follow up action(s)			
<p>After received the details of the complaint from the ENPO on 09 January 2017, the Environmental Officer and the RE of Contract No. HY/2013/02 performed a related follow-up inspection on 10 January 2017 with EPD's senior inspector Dionne Leung to investigate this event. The inspection was concentrated to check if any mud/slurry and dusts produced from the construction sites of Contract No. HY/2013/02 originated to East Coast Road and other nearby roads. After checked, no mud/slurry was observed around the East Coast Road site entrance during the site inspection on 10 January 2017. Contract HY/2013/02 is responsible for managing the site entrance of BCF. Mitigation measures under the item A2 and W2 of EMIS were implemented including provide vehicle washing facilities with high pressure water jet at vehicle exit point and the area where vehicle washing takes place, the portion of road to construction site of the vehicle entrance or exit was kept clear of dusty materials, all vehicles and plant were cleaned before they leave the construction site, wheel overflow was directed to silt removal facilities before being discharged, the road section between the washing facilities and the exit point was hard paved and reminders were provided at the wheel washing basin and exit to remind all Contract(s) vehicles using the site exit for proper wheel washing etc. Besides, after received the last complaint from the EPD on 01 December 2016, the cleaning actions were reinforced such as providing one person at the site entrance for cleaning up the mud/slurry, frequently checking the East Coast Road site entrance. Hence, the complaint was found non-related to Contract No. HY/2013/02.</p> <p>Although this complaint was non-related to Contract No. HY/2013/02, the Contractor of HY/2013/02 was reminded to assign a person to check and clear sand/mud, clean up the mud/slurry immediately by washing lorry & sweeper to avoid public nuisance, check all vehicles and plant were cleaned before they leave the construction site, treat the washing water by sedimentation tanks and Wetsep, enhance daily cleaning for the precipitate at Wheel Washing Bay (WWB) and the haul road lead to site entrance and purify and recycle the water at WWB by Wetsep before discharge. The Contractor of HY/2013/02 was also reminded to keep the reminders at the wheel washing basin and exit to remind all Contract(s) vehicles using the site exit for proper wheel washing for the proper implementation of environmental mitigation measures associated with the site exit.</p>			



Details of Action(s) Taken by the Contactor of Contract No. HY/2013/02			
<ol style="list-style-type: none"> 1. Deploy washing lorry & sweeper at the site entrance to clear the road; 2. Designate a person to check and clear sand/mud remains once found at the site entrance; 3. Deploy sedimentation tanks and Wetsep to treat washing water collected at the site entrance; 4. Enhance daily cleaning for the precipitate at Wheel Washing Bay (WWB) and the haul road lead to site entrance; 5. Deploy Wetsep to purify and recycle the water at WWB before discharge; 6. Reminders were provided at the wheel washing basin and exit to remind all Contract(s) vehicles using the site exit for proper wheel washing 			
Conclusion			
<p>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 on 10 January 2017. Contract HY/2013/02 is responsible for managing the site entrance of BCF. Mitigation measures under the item A2 and W2 of EMIS were implemented including provide vehicle washing facilities with high pressure water jet at vehicle exit point and the area where vehicle washing takes place, the portion of road to construction site of the vehicle entrance or exit was kept clear of dusty materials, all vehicles and plant were cleaned before they leave the construction site, wheel overflow was directed to silt removal facilities and the road section between the washing facilities before being discharged and the exit point was hard paved and reminders were provided at the wheel washing basin and exit to remind all Contract(s) vehicles using the site exit for proper wheel washing etc. Besides, after received the last complaint from the EPD on 01 December 2016, the cleaning actions were reinforced such as providing one person at the site entrance for cleaning up the mud/slurry, frequently checking the East Coast Road site entrance. Hence, the complaint was found non-related to Contract No. HY/2013/02.</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 assign a person to check and clear sand/mud, clean up the mud/slurry immediately by washing lorry & sweeper to avoid public nuisance, check all vehicles and plant were cleaned before they leave the construction site, treat the washing water by sedimentation tanks and Wetsep, enhance daily cleaning for the precipitate at Wheel Washing Bay (WWB) and the haul road lead to site entrance and purify and recycle the water at WWB by Wetsep before discharge. The Contractor of HY/2013/02 was also reminded to keep the reminders at the wheel washing basin and exit to remind all Contract(s) vehicles using the site exit for proper wheel washing for the proper implementation of environmental mitigation measures associated with the site exit.</p>			
Issued by:	C. L. Lau	Date:	20 January 2017
Designation:	Environmental Team Leader	Signature:	