




Log No. 006




| ETS-Testconsult Ltd – Environmental Team (ET) | | | |
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| 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: |  |




Log No. 007



| ETS-Testconsult Ltd – Environmental Team (ET) | | | |
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| 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: | | | |
| 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. | | | |
| 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 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). 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. | | | |
| Details of Action(s) Taken by the Contactor of Contract No. HY/2013/02 | | | |
| <ol style="list-style-type: none"> To check the East Coast Road site entrance more frequently to ensure no stone debris and mud/slurry at the site entrance. 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. To provide one person stayed at the site entrance continuously during working hours for cleaning up the mud/slurry. | | | |
| Conclusion | | | |
| 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). 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. | | | |
| Issued by: | C. L. Lau | Date: | 16 December 2016 |
| Designation: | Environmental Team Leader | Signature: |  |

Log No. 008

| ETS-Testconsult Ltd – Environmental Team (ET) | | | |
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| 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: |  |



Log No. 009




| ETS-Testconsult Ltd – Environmental Team (ET) | | | |
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| 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: | | | |
| <p>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。]</p> | | | |
| Follow action(s) | | | |
| Follow up by | Environmental Team of Contract No. HY/2013/02 | Date | 29 December 2016 |
| Details of Follow up action(s) | | | |
| <p>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.</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 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.</p> | | | |
| 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 | | | |
| <p>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.</p> | | | |
| Issued by: | C. L. Lau | Date: | 31 December 2016 |
| Designation: | Environmental Team Leader | Signature: | |

Log No. 010

| ETS-Testconsult Ltd – Environmental Team (ET) | | | |
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| 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> | | | |



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| 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: |  |