



Log No. 011



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. : 011
Date	01 March 2017	Time	---
Location:			
Construction Sites of HKBCF			
Circumstances:			
<p>One complaint was received by the RSS for Contract No. HY/2011/03 on 28 February 2017 from Airport Authority Hong Kong (AAHK) and referred to the ENPO by Highways Department on 1 March 2017. 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 13:22 on 02 March 2017. The complainant complained that the cleaning condition of East Coast Road remains unsatisfactory with dust all over the water barriers/traffic aids, and sands accumulated along the carriageway.</p>			
Follow action(s)			
Follow up by	Environmental Team of Contract No. HY/2013/02	Date	02 March 2017
Details of Follow up action(s)			
<p>After received the details of the complaint from the ENPO on 02 March 2017, the ET of Contract No. HY/2013/02 has performed a related follow-up inspection on 02 March 2017 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 during the site inspection between 15:00 to 16:00 on 02 March 2017, the site entrance had just been cleaned that no mud/slurry was observed around the East Coast Road site entrance (see attached photo). Although there was muddy water splashed on the water barriers near the site entrance, the situation was still acceptable according to the site inspection on 02 March 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, 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 bus operator on 09 January 2017, the cleaning actions were reinforced such as providing one person at the site entrance to stop the vehicles which leaving the construction site in order to lengthen the cleansing time. 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 prohibit any un-cleaned vehicles from leaving the construction site, clean up the mud/slurry immediately by washing lorry & sweeper to avoid public nuisance, lengthen the cleansing time in order to completely wash away dust and mud from sticking on the vehicles, wash the water barriers located around the site entrance frequently. 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, increase the</p>			



number of cleaning the road between the wheel washing bay and the site exit by washing lorry, increase the manpower to clean the stagnant water on the paved road, remove stockpiling beside the haul road for water drains improvement, repave the broken part of the paved road and increase the frequency of the two washing bay cleaning and servicing rate etc. for further improve the condition of the site entrance.

Details of Action(s) Taken by the Contactor of Contract No. HY/2013/02

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. Lengthen the cleansing time;
4. Wash the water barriers located around the site entrance frequently;
5. Enhance daily cleaning for the precipitate at Wheel Washing Bay (WWB) and the haul road lead to site entrance;
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;
7. Increase the number of cleaning the road between the wheel washing bay and the site exit by washing lorry;
8. Increase the manpower to clean the stagnant water on the paved road;
9. Remove stockpiling beside the haul road for water drains improvement;
10. Increase the frequency of the two washing bay cleaning and servicing rate.

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 on 02 March 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 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 bus operator on 09 January 2017, the cleaning actions were reinforced such as providing one person at the site entrance to stop the vehicles which leaving the construction site in order to lengthen the cleansing 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 HY/2013/02 was reminded to prohibit any un-cleaned vehicles from leaving the construction site, clean up the mud/slurry immediately by washing lorry & sweeper to avoid public nuisance, lengthen the cleansing time in order to completely wash away dust and mud from sticking on the vehicles, wash the water barriers located around the site entrance frequently. 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, increase the number of cleaning the road between the wheel washing bay and the site exit by washing lorry, increase the manpower to clean the stagnant water on the paved road, remove stockpiling beside the haul road for water drains improvement, repave the broken part of the paved road and increase the frequency of the two washing bay cleaning and servicing rate etc. for further improve the condition of the site entrance.

Issued by:	C. L. Lau	Date:	15 March 2017
Designation:	Environmental Team Leader	Signature:	



Log No. 012



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. : 012
Date	27 March 2017	Time	--
Location:			
Construction Sites of HKBCF			
Circumstances:			
<p>One complaint was received by Environmental Protection Department on 27 March 2017 from a resident of Century Link 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 11:21 on 28 March 2017. The complainant complained that "作晚大約十時起，屋外間歇有非常響亮聲音，經觀察應該是從港珠澳大橋近人工島的工程發出，噪音一直至深夜。另今早發現住處對出海面受到一大遍污染（見相片）。以上都應該是大橋工程所造成的污染"</p>			
Follow action(s)			
Follow up by	Environmental Team of Contract No. HY/2013/02	Date	28 March 2017
Details of Follow up action(s)			
<p>After received the details of the complaint from the ENPO, the ET of Contract No. HY/2013/02 have performed a related follow-up inspection on 28 March 2016 to investigate this event. The inspection was concentrated to check the working hours and construction programme for construction activities carried out by the Contractor of Contract No. HY/2013/02 at the complaint period. After checked with the Contractor of Contract No. HY/2013/02, there was no construction works with power mechanical equipment carried out beyond 22:00 on 27 March 2017. Besides, no marine works and marine delivery were launched at the complaint period. 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 noise and water pollution 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., comply with the valid CNP for overnight operation, remind all Captains of the vessels to avoid arranging vessels to travel in the area during low tide or discharge waste water to the sea.</p>			
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. Prevent using hammering equipment during any night works; 5. Comply with the valid CNP for overnight operation; 6. Provide appropriate instruction to all Captains of the vessels to avoid arranging vessels to travel in the area during low tide; 7. To remind all Captains of the vessels to avoid to discharge waste water to the sea. 			



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Conclusion

Refer to the above mentioned inspection, since there was no construction works with power mechanical equipment carried out beyond 22:00 on 27 March 2017 and no any marine works and marine delivery at the complaint period, 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 water pollution mitigation measures to reduce the noise and water quality impacts produced during the construction.

Issued by:	C. L. Lau	Date:	29 March 2017
Designation:	Environmental Team Leader	Signature:	