



## **Appendix J**

### **Complaint Investigation Report**



## 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. : 018**

**Date** 05 February 2018

**Time** ---

**Location:**

**Construction Sites of HKBCF**

**Circumstances:**

One complaint was received by Environmental Protection Department on 05 February 2018 and referred to the ENPO on 05 February 2018. 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 11:26 on 05 February 2018. The complaint detail was "根據《空氣污染管制(建造工程塵埃)規例》地盤應在指定的車輛出口處安裝輪胎清洗設施但每日晚上 7 點後就會被地盤管理人員截水，使所有車輛無法洗清輪胎而走出工地，令地面堆積沙塵及泥漿，影響其他道路使用者及環境衛生。要求當局加強巡查，令工地遵守規例"

A follow up complaint with details as follows: “就上次投訴指出港珠澳大橋人工島於晚上七時後無人洗車及截水，經環保署跟進後雖然有所改善，但約維持一個月左右，現時洗車池仍然經常無人清洗輪軸，以及截水情況依然無改善就本人曾經發現水喉，嘗試自行清洗輪軸時，被中國港灣人員阻止，稱有 CCTV 錄影，不可自行清洗” received by Environmental Protection Department and referred to the ENPO on 09 March 2018. 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 17:38 on 10 March 2018.

**Follow action(s)**

**Follow up by** Environmental Team of Contract No. HY/2013/02

**Date** 06 February 2018

**Details of Follow up action(s)**

After received the details of the complaint from the ENPO on 05 February 2018, a related follow-up inspection was conducted by ET and the Contractor of Contract No. HY/2013/02 to investigate this event. The inspection was concentrated to check if washing facilities provided after 19:00. After checked with the Contractor of Contract No. HY/2013/02, the washing facilities were provided after 19:00 and vehicles were cleaned before leaving the construction site (see attached photo 180208\_001). Besides, the washing facilities were also provided before receiving the complaint (see attached photo 180208\_002 & 180208\_003). Hence, the complaint received on 05 February 2018 was found non-related to Contract No. HY/2013/02.

For the follow up complaint received on 09 March 2018, a related follow-up inspection was conducted on 12 March 2018 to investigate this event. The washing facilities were provided after 19:00 during inspection (see attached photo 180312\_001). Besides, the washing facilities were also provided before receiving the follow up complaint (see attached photo 180224\_001 & 180307\_001). After checking with the contractor of Contract No. HY/2013/02, there were no night works after 19:00 by Contract No. HY/2013/02 on 08 March 2018. The wheel washing facilities would only be provided if there were works conducted within the site area of Contract No. HY/2013/02. Hence, the follow up complaint received on 09 March 2018 was found non-related to



Contract No. HY/2013/02.

Although these complaints were 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, provide wheel washing facilities if there were night works of Contract No. HY/2013/02, 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.

In between these two complaints, there were some adjustments of the wheel washing facilities. Due to the diversion of traffic, the vehicles under Contract No. HY/2013/02 would only pass through the paved haul road and thus wheel washing facilities would only be provided at the intersection with other contract and the site exit (East Coast Road gate) since 01 March 2018. Haul road cleaning was provided at the site exit for 24 hours if any muddy condition was found. All vehicles of other contracts from entering the site area of Contract No. HY/2013/02 should be cleaned and all the haul roads are hard paved and thus self wheel washing facilities were not required. Haul road cleaning would be carried out at site exit to ensure the paved roads leading to site entrance are clean. The RSS's agreed updated wheel washing facilities plan and road washing / cleaning plan was attached below. The Wheel Washing Facilities will be removed when the intersections are closed (tentatively scheduled at the end of April 2018).

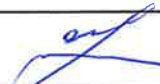
In order to assort with the new arrangement of washing facilities, follow-up site inspections were performed. Washing facilities with high pressure water jet at the intersection with other contract and the site exit (East Coast Road gate) was provided. The road section between the washing facilities and the exit point was hard paved and water lorries were arranged regularly to clean the road section between washing facilities and site exit. Notices were adhered at the intersection between muddy area and haul roads in order to remind the vehicles to pass through the washing facilities before leaving the site. The photos taken during the follow-up inspections were attached (photo 180315\_001, 002, 003 & 004).

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

1. Provide notices at the intersection between muddy area and haul roads in order to remind the vehicles to pass through the washing facilities before leaving the site;
2. Provide wheel washing facilities with high pressure water jet at the intersection with other contract and the site exit (East Coast Road gate) in order to prohibit any un-cleaned vehicles from leaving the construction site;
3. Arrange water lorries regularly to clean the road section between washing facilities and site exit

**Conclusion**

Refer to the above mentioned inspection, washing facilities were provided after 19:00. Mitigation measures under the item A2 and W2 of EMIS were implemented including provide vehicle washing facilities with high pressure water jet at the intersection with other contract and the site exit (East Coast Road gate), all vehicles and plant were cleaned before they leave the construction site, provide notice to remind the vehicles to pass through the washing facilities before leaving the site. Hence, the complaint was found non-related to Contract No. HY/2013/02.

Issued by:	C. L. Lau	Date:	21 April 2018
Designation:	Environmental Team Leader	Signature:	



## Photos



Photo 180208\_001 – Photo taken on 06 February 2018 at the site exit



Photo 180208\_002 – Photo taken on 29 January 2018 at the site exit

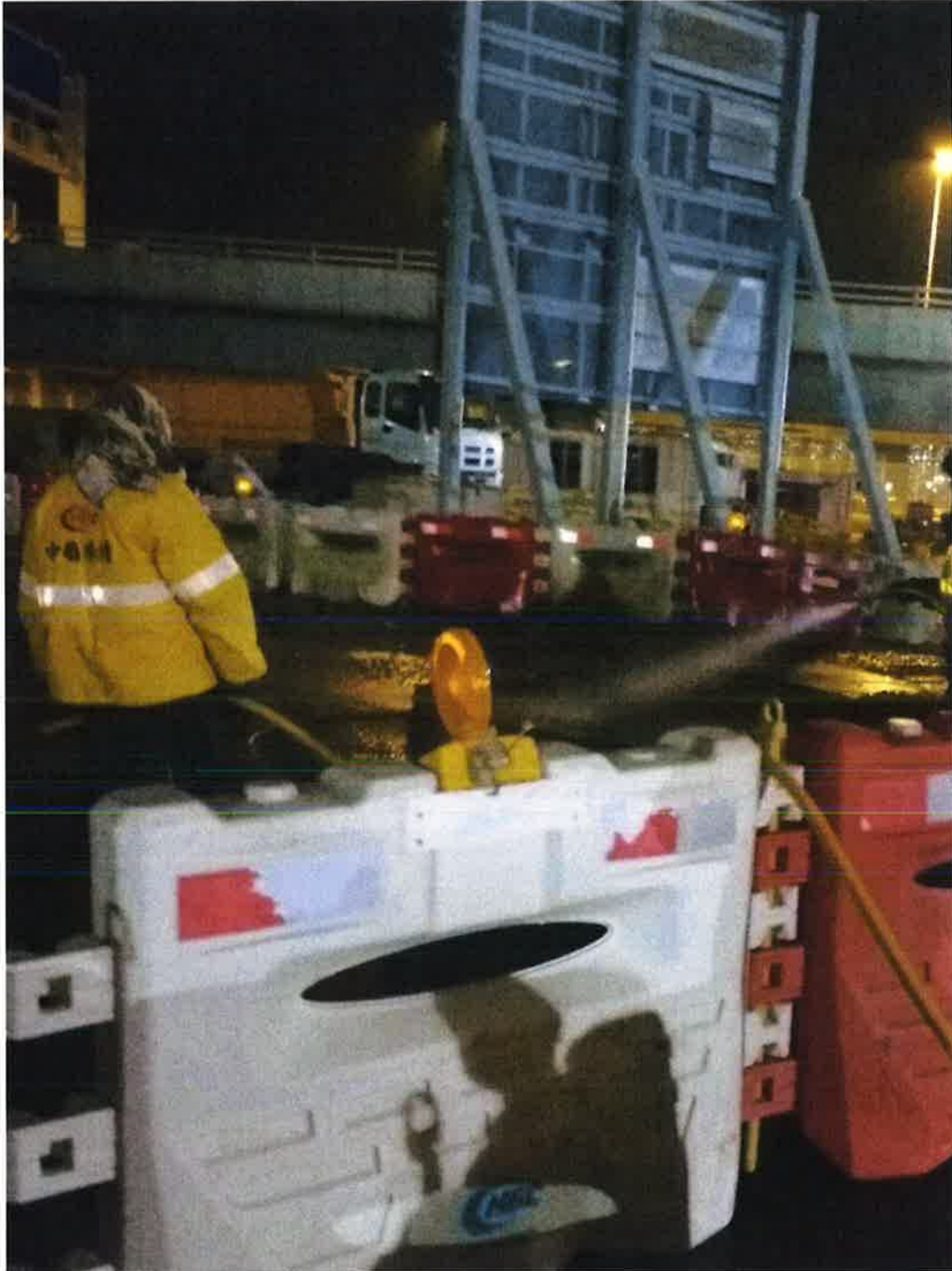


Photo 180208\_003 – Photo taken on 02 February 2018 at the site exit



Photo 180312\_001 – Photo taken on 12 March 2018 at the site exit



Photo 180224\_001 – Photo taken on 24 February 2018 at the site exit



Photo 180307\_001 – Photo taken on 07 March 2018 at the site exit





Photo 180315\_001 & 002 – Notices for reminding the vehicles to pass through the washing facilities before leaving the site



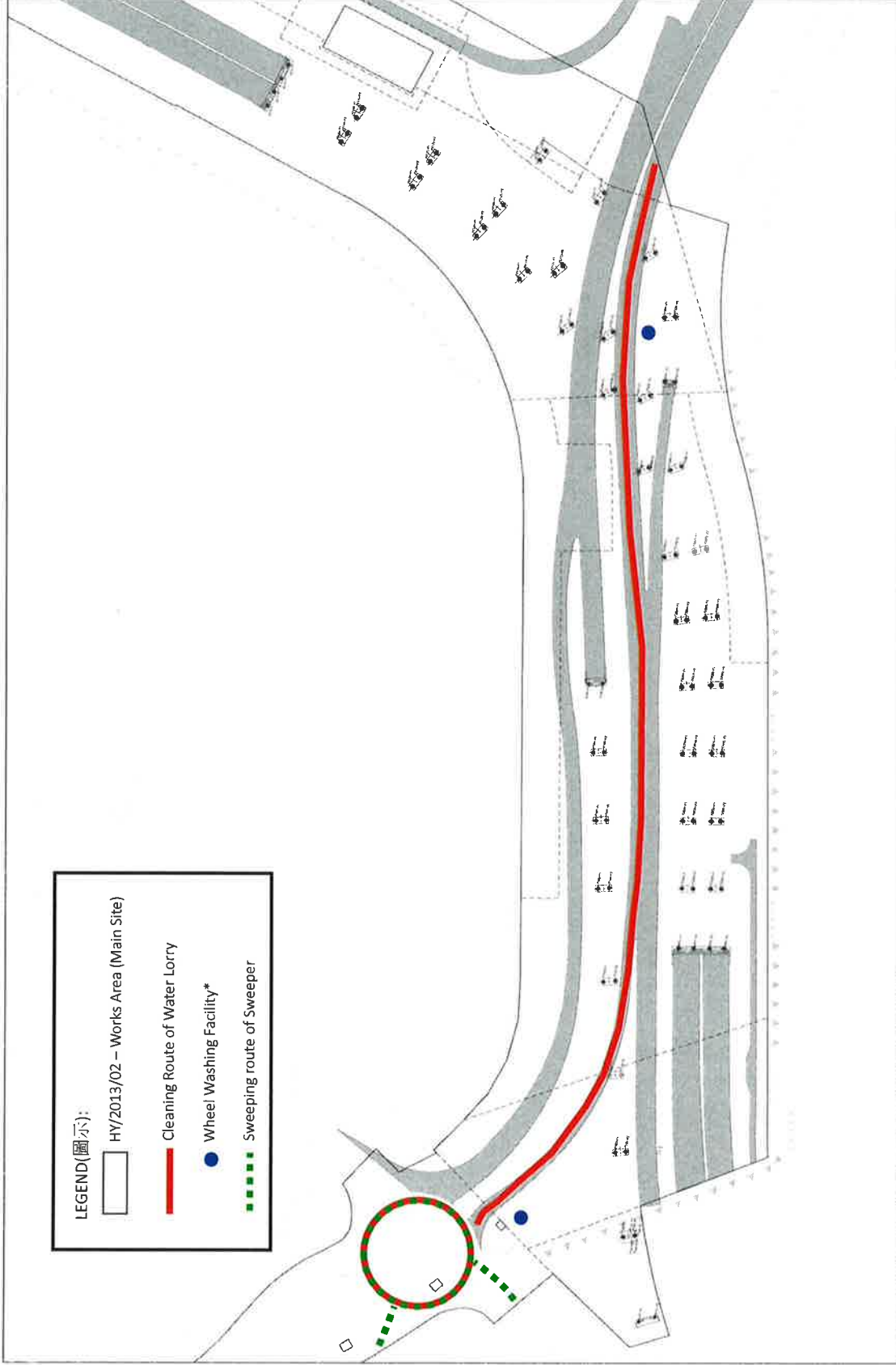




Photo 180315\_003 & 004 –Washing facilities with high pressure water jet at the intersection with other contract and the site exit



### Haul road cleaning route



1:2500 - Construction Road and Site Boundary, 1:2500 - Construction Road and Site Boundary, 1:2500 - Construction Road and Site Boundary

**\*Remark**

- One worker is deployed for each wheel washing facility and available when vehicle depart from that intersection.
- The Wheel Washing Facilities will be removed when the intersections are closed (tentatively scheduled at the end of April 2018).



### Haul road cleaning schedule of Water Lorry and Sweeper

Time	Water Lorry (Vehicle Plate: NA4220 & VC5127)*	Sweeper (Vehicle Plate: RZ1738)
08:00-09:00	2 Rounds of cleaning and water refilling	1 round of sweeping
09:00-10:00	2 Rounds of cleaning and water refilling	1 round of sweeping
10:00-11:00	2 Rounds of cleaning and water refilling	1 round of sweeping
11:00-12:00	2 Rounds of cleaning and water refilling	1 round of sweeping
13:00-14:00	2 Rounds of cleaning and water refilling	1 round of sweeping
14:00-15:00	2 Rounds of cleaning and water refilling	1 round of sweeping
15:00-16:00	2 Rounds of cleaning and water refilling	1 round of sweeping
16:00-17:00	2 Rounds of cleaning and water refilling	1 round of sweeping
17:00-18:00	1 Round of cleaning and water refilling	1 round of sweeping

\*Remarks: (1) Watering duration 15 minutes per round  
(2) 15minutes for water refilling