

HyD Contract No.HY/2011/03
 Hong Kong - Zhuhai - Macao Bridge Hong Kong Link Road
 Section between Scenic Hill and Hong Kong Boundary Crossing Facilities

Complaint Register

Complaint No.	Received Date	Received Time	Source	Category	Complaint Details	Location	Improvement Measures Taken	Status	Remarks
COM-2012-008	22-Oct-2012	16:41	EPD	Environmental (Water Pollution)	X先生投訴東涌機場對出港珠澳大橋地盤，有污水排到海中（懷疑是油污），污染環境，要求跟進及回覆。（Photos attached）。The "phenomenon" was observed over the past week. The photos attached were taken on 19.10.2012, 22.10.2012 and 23.10.2012	Portion X	The pelican barge as shown in the photos provided on 24 October 2012 did not belong to the Contractor.	Closed	-
COM-2012-009	05-Nov-2012	-	1823 CASE: 1-391341859	Environmental (Noise and light)	The citizen complained about noise and light pollution from the barges working on the Zhuhai Macau Bridge project. Barge machinery working to about 10pm at night and sometimes can be heard intermittently through the night. The noise is more audible because the machinery is sited on/over the water.	Portion X	The Contractor has adjusted the emission angle of the lights on working vessels with a view to minimizing the glaring effect to the adjoining residential areas	Closed	-
COM-2012-009(2)	11-Nov-2012	-	1823 CASE: 1-391341859	Environmental (Noise, water quality & air quality)	The complainant noted that the barges are still working on a Sunday, up until 10pm at night, very noisy, causing pollution of the water and at times expelling black smoke from their engines. A photograph taken at 10.40am on Sunday 11 November 2012 was attached.	Portion X	-	Closed	-
COM-2012-009(3)	14-Nov-2012	-	1823 CASE: 1-391341859	Environmental (Noise)	The complainant did not accept the reply. He further said that "All staff has to do is come out either at night or a Sunday to check, so easy. If this continues I will have no choice to call the police out."	Portion X	The Contractor has taken the following further mitigation measures for the reclamation works: (a) Mitigation Measures for Noise Nuisance: • Improvement of noise covers onto the generators / motors on barges; and • Increase frequency of applying lubricant to all moving parts and gear wheels of the working barges. (b) Mitigation Measures for Smoke Emission: • Increase frequency of maintenance and checking of engines on barges that may emit smoke; and • Installation/ replacement of smoke suppression device such as air filter, at engines where necessary.	Closed	-
COM-2012-010(1)	06-Nov-2012	-	<hzmbenquiry@hyd.gov.hk>	Environmental (Noise)	The complainant stated that lately work has started opposite Le Bleu Deux estate using barges. The work in process is generated high level of noise from powered tools used on those barges. Even if the noise was acceptable on weekdays during daytime, it is definitely creating nuisance to local resident at night (past 7pm) and on Sunday. Basically as 5 November 12 evening, he could not leave his window open as the level of noise prevent his baby to sleep and he could not even hear the TV in his flat. the noise coming from the site is higher than the sounds from my TV. He would like to know what measure you are planning to put in place to address this issue. He did not think that the current level of noise are acceptable past 7pm and on Sunday.	Portion X	-	Closed	-
COM-2012-010(2)	15-Nov-2012	-	<hzmbenquiry@hyd.gov.hk>	Environmental (Noise & air quality)	The noise can be very annoying, on days depending of the wind direction, you are making more noise than the plane taking off (I measured it myself), to give you an idea of the disturbance you are creating again. I would also like to bring an other topic beside the noise. Since the beginning of the filling operation, very strong smell of exhaust pipe gas can be smelt in the residential area and I think this is a huge health concern for the local population. On certain days when the wind is blowing towards the residential areas, I have the feeling that there is a diesel engine running in my living room! I would like to know how you are planning to address this?	Portion X	-	Closed	-

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COM-2012-010(3)	15-Nov-2012	-	EPD	Environmental (Noise, water quality & air quality)	The complainant has copied his reply from HyD dated 15 Nov 2012 to EPD and Health Department and he further complained on the following issues: • Noise nuisance generated by diesel engine; • Smell of exhaust pipe gas in his residence; and • Suspected marine water pollution (see enclosed photo). The complainant also requested EPD to install noise and air quality monitoring at Le Bleu Deux estate.	WA6 Portion X	Noise from blowing horn from vessels and barges and Metallic Parts thrown on Ground • Reminded the Contractor to request the captains of the vessels and barges not blowing the horn except in case of emergency or prevention of ship collisions/serious safety matters; • The supervision teams would enhance their tight control on the vessels and barges working at that location, and monitor the situation and take corresponding actions; and • To enhance the work force of RSS to supervise each step of construction activities and the use of hand tools until the completion of the site office erection. Noise from Engines and Cranes of the Barges during Marine Operation • Installation of noise covers onto the generators / motors on all working barges; • Increase frequency of applying lubricant to all moving parts and gear wheels of the working barges to avoid generation of abnormal sound; and • Review of working hours for the reclamation works and switching off all unnecessary machinery and plants at night time and Sundays. Noise from power generators • All generators shall be either screened or covered by adequate sound reducing materials; • All generators situated in front of Le Bleu Deux estate will be switched off at 19:00 hrs, except two generators will be kept running up to 22:00hrs and one generator will be kept running overnight for maintaining minimum power requirement; and • Arrangement with CLP Power HK Ltd (CLP) for the permanent power supply to the site offices has been chased in a matter of urgency. The use of power generators will be terminated in phase starting from 6 December 2012. Exhaust Fume Emission • Tight control on using the machine and generators in the vicinity of Le Bleu Deux estate; and • Closely monitor the frequency on engine cleansing and replacement of dust filter. Change of Sea Water in Yellow • The Contractor was reminded to move their vessels and barges at areas with adequate water depth as practically as possible.	Closed	-
COM-2012-010(4)	19-Nov-2012	22:25 hrs.	EPD	Environmental (Air quality and Noise)	The complainant filed again a complaint for the strong exhaust pipe fumes smell coming for the construction site in Tung Chung tonight as well as the extremely high level of noise as at 10:30 pm (19/11/12).	WA6	• Increase frequency of applying lubricant to all moving parts and gear wheels of the working barges to avoid generation of abnormal sound; and • Review of working hours for the reclamation works and switching off all unnecessary machinery and plants at night time and Sundays. Noise from power generators • All generators shall be either screened or covered by adequate sound reducing materials; • All generators situated in front of Le Bleu Deux estate will be switched off at 19:00 hrs, except two generators will be kept running up to 22:00hrs and one generator will be kept running overnight for maintaining minimum power requirement; and • Arrangement with CLP Power HK Ltd (CLP) for the permanent power supply to the site offices has been chased in a matter of urgency. The use of power generators will be terminated in phase starting from 6 December 2012. Exhaust Fume Emission • Tight control on using the machine and generators in the vicinity of Le Bleu Deux estate; and • Closely monitor the frequency on engine cleansing and replacement of dust filter. Change of Sea Water in Yellow • The Contractor was reminded to move their vessels and barges at areas with adequate water depth as practically as possible.		
COM-2012-010(5)	24-Nov-2012 25-Nov-2012	13:42 hrs. 13:49 hrs. 22:02 hrs. 22:08 hrs.	EPD (cc to HyD) EPD (cc to HyD)	Environmental (Air quality and Noise)	The noise is coming for the following sources: - power generator - engines from the barges used for marine operation - noise from the cranes use of the construction barges. - engine from the boat used to transport staff in and out - boats blowing their horn late in the evening and at night Gas emissions: - power generators - marine operation The complainant file again a complaint against the strong exhaust pipe emission flowing towards le Bleu Deux estate this afternoon 24/11/10 at 13:47. I can assure you that is it not "not that bad" whatever that means for you. And again strong noise of metallic parts being thrown on the ground. I thought you have already sorted out that problem according to your multiple replies to my complaints since July???" A pictures taken this morning (25/11/12) around 9:30am-10am showing the water pollution in different area outside the floating barriers. At 21:56 hrs., boat used by the Highway Department against blew their horn repetitively at close proximity from the residential estate.	WA6 Portion X	• All generators shall be either screened or covered by adequate sound reducing materials; • All generators situated in front of Le Bleu Deux estate will be switched off at 19:00 hrs, except two generators will be kept running up to 22:00hrs and one generator will be kept running overnight for maintaining minimum power requirement; and • Arrangement with CLP Power HK Ltd (CLP) for the permanent power supply to the site offices has been chased in a matter of urgency. The use of power generators will be terminated in phase starting from 6 December 2012. Exhaust Fume Emission • Tight control on using the machine and generators in the vicinity of Le Bleu Deux estate; and • Closely monitor the frequency on engine cleansing and replacement of dust filter. Change of Sea Water in Yellow • The Contractor was reminded to move their vessels and barges at areas with adequate water depth as practically as possible.		
COM-2012-012(1)	13-Nov-2012	22:27 hrs.	HyD	Environmental (Noise)	Once again your site continues to work late. The attached photo was taken at 10.15pm on Tuesday 13 Nov. The machinery used on the barges is very noisy. Why do you continue to work till 10pm and why do you work on a Sunday. Surely this is classified as a construction site for which you are in breach of various ordinances. An early reply is appreciated.	Portion X	The following further mitigation measures during the course of the reclamation works will be taken: • Installation of noise covers onto the generators / motors on all working barges; • Increase frequency of applying lubricant to all moving parts and gear wheels of the working barges to avoid generation of abnormal sound; and • Review of working hours for the reclamation works and switching off all unnecessary machinery and plants at nighttime and Sundays.	Closed	-
COM-2013-015	17-Jan-2013	-	EPD	Environmental (Air)	The complainant raised that construction dust was arising from construction site of China State Construction Engineering (Hong Kong) Ltd near Siu Ho Wan Sewage Treatment Works due to insufficient dust suppression and inadequate wheel washing.	WA3	The Contractor of HY/2011/03 would take the following actions with immediate effect • To ensure no loosed earth material exposed at the edges of eth stockpiled earth materials i.e. to prevent erosion by wind and water ; • To cover the stockpiled earth material by adequate tarpaulin; • To enhance the frequency of watering (3 times per day) onto existing haul road and other area as appropriate; and • To install a water sprinkler system to enhance the existing dust suppression measures once the water point is ready for water supply by WSD.	Closed	
COM-2013-016	18-Jan-2013	-	EPD	Environmental (Water)	The complainant advised that turbid water and concrete/cement has been arising from the Hong Kong-Zhuhai-Macao Bridge Hong Kong Projects to marine water. The complainant did not specify the source of the turbid water and concrete/cement.	N/A	-	Closed	-

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COM-2013-018	02-Mar-2013	-	HyD	Environmental (Noise)	The complainant advised that "It seems that the Contractor's cranes operating on the barges are again in need of bit of lubricant, as this evening i.e. 2 March 2013, the cranes are again polluting the neighborhood with intolerable noise." The complainant requested Mr. Ng from EPD to take note of this complaint and expected a detailed report.	Portion X	The Contractor has been reminded to continue the process of applying lubricant/ grease to all barges which are to be worked in the site area near Le Bleu Deux.	Closed	-
COM-2013-018 (2)	04-Mar-2013	-	EPD	Environmental (Noise)	The complainant complained that the cranes operating on the barges for the HZMB HK project generating squeak noise in the evening of 1 March 2013 causing an annoyance to him/her.	Portion X	The Contractor implemented the following measures : - Briefing given to the operator for the proper operation of marine vessels; - Keep adequate routine maintenance ; - Minimize the quantities of plant after 7pm; & - Review the working hours of night time works and switch off all unnecessary machinery and plants at night time.	Closed	-
COM-2013-018 (3)	13-Mar-2013	-	HyD	Environmental (Noise)	The complainant asked what noise mitigation the Contractor was taking. The complainant pointed out that the noise in question was so strong that it woke up his baby girl.	Portion X	-	Closed	-
COM-2013-018 (4)	22-Mar-2013 24-Mar-2013	14:19 hrs 10:28 hrs	HyD	Environmental (Noise)	The complainant complained that "the lifting appliance was operated gently and softly to keep the noise emission as low as possible" but the noise still woke up his baby. "Lubricant was regularly applied to smoothen all moving parts and gear wheels of the working barges" that did not seem to be the case at all. The complainant pointed that the crane operating at 10:27 hrs on 24 March 2012 needed lubricant.	Portion X	The Contractor will keep on closely monitoring the situation and carry out the necessary noise mitigation measures while barges are working in the site area nearby residential area.	Closed	-
COM-2013-018 (5)	31-Mar-2013 1-Apr-2013	10:25 hrs 10:32 hrs	HyD	Environmental (Noise)	The complainant complained that noise emitted from a crane at 10:19 hrs. The complainant further complained that noise was generated from a barge at 07:30 hrs.	Portion Y	-	Closed	-
COM-2013-018 (6), (7) & (9)	15-Apr-2013	15:41 hrs	EPD	Environmental (Noise)	The complainant complained that machinery noise generated from the construction site near Tung Chung Development Pier operating for the Hong Kong-Zhuhai-Macao Bridge Hong Kong during the normal working hours on 6 April 2013 and 13 April 2013 and the late evening of 10 April 2013 causing nuisance to public.	Portion X	The Contractor has been reminded to comply with CNP conditions for construction works undertaken during restricted hours. To minimize the potential noise impact during restricted hours and non-restricted hours, the Contractor has implemented the following additional measures: - Briefing given to the operator of the barges for proper operation of marine vessels; - Operating barge by experienced operators only; - Keeping adequate routine maintenance for barges e.g. application of lubricants into moving parts in order to minimize squeak noise; - Install noise covers onto noisy equipment where practicable. - Remind subcontractor only well-maintained plant should be operated on-site. - Minimized the quantities of plant used after 7pm as far as practicable; - Speed up of construction works in order to shorten the duration (days) of potential noise impact/nuisance to the surrounding environment; and - Regular review of working hours for night time works and switch off all unnecessary machinery and plants at night time.	Closed	-
COM-2013-018 (11)	28-Apr-2013	15:44	EPD	Environmental (Noise)	The complainant complained that machinery noise generated from the reclamation site near Tung Chung Development Pier at around 22:00 of 28 April 2013 causing nuisance to public.	Portion X	The Contractor has been reminded to comply with CNP conditions for construction works undertaken during restricted hours. To minimize the potential noise impact during restricted hours, the Contractor has implemented the following additional measures: - Briefing given to the operator of the barges for proper operation of marine vessels; - Operating barge by experienced operators only; - Keeping adequate routine maintenance for barges e.g. application of lubricants into moving parts in order to avoid squeak noise; - Install noise covers onto noisy equipment where practicable. - Remind subcontractor only well-maintained plant should be operated on-site. - Speed up of construction works in order to shorten the duration (days) of potential noise impact/nuisance to the surrounding environment; and - Regular review of working hours for night time works and switch off all unnecessary machinery and plants at night time.	Closed	-

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COM-2013-022	08-Apr-2013	--	EPD	Environmental (Water)	The complainant alleged that oil was dumped from various vessels operating for HZMB HK projects near Tung Chung Development Pier over the past few months. Photos were provided by the complainant.	Portion X	The Contractor has checked the photos provided by the complainant and confirmed that the vessels and boats shown in the photos do not belong to Contract No. HY/2011/03. As this complaint is not related to this Contract, no follow up action is required. The Contractor has reminded their subcontractors to implement the measures recommended in the Spill Response Plan (SRP) in case of accidental release of oils from vessel.	Closed	-
COM-2013-022(2)	23-May-2013	09:15 hrs	EPD	Environmental (Water)	This complaint was a follow-up of a previous complaint received by EPD on 8 April 2013 regarding oil slicks caused by vessels. It was alleged that oil was still being dumped from various vessels operating for HZMB HK projects near Tung Chung Development Pier over the past few months. On the other hand, the complainant would also like to know whether the owners of the vessels could present engine oil disposal records for the vessels which supported the HZMB project.	Portion X	The Contractor has reminded their subcontractors to implement the measures recommended in the Spill Response Plan in case of accidental release of oils from vessel and handle the chemical waste (waste oil) in accordance with the requirements provided in the EM&A Manual.	Closed	-
COM-2013-023	02-May-2013	--	HyD	Environmental (Noise)	The complainant alleged that there were metal parts dropped on the ground creating noise at 12:58 on 1 May 2013	WA6	If there are metal handling works, the Contractor will not carry out the metal handling works in early morning in order to minimize potential noise disturbance as far as practicable in future.	Closed	-
COM-2013-024	23-May-2013	09:50 hrs	EPD	Environmental (Noise)	A complaint was received on 23 May 2013 regarding noise generated from dropping metal parts on numerous occasion on the pier opposite Le Blau Deux at around 08:45 to 10:00 hrs of 18 May 2013 and loading/unloading activities creating noise disturbance by the contractor of HY/2011/03.	WA6	If there are metal handling works, the Contractor will not carry out the metal handling works in early morning in order to minimize potential noise disturbance as far as practicable in future.	Closed	-
COM-2013-027	29-Jun-2013	10:02 hrs	RSS	Environmental (Noise)	A complaint was received on 29 June 2013 regarding noise generated from the works area near the site office (WA6) around 10:00 hrs on 29 June 2013	WA6	The Contractor was recommended to minimize the potential noise impacts generated from the construction sites as far as practicable in future.	Closed	-
COM-2013-033	13-Sep-2013	Around 22:00 hrs	RSS	Environmental (Noise)	A complaint was received regarding the noise nuisance from barge at about 22:20 hrs on 13 September 2013 and 02:30 hrs on 14 September 2013.	Portion X	The Contractor has been reminded to comply with CNP conditions for construction works undertaken during restricted hours. To minimize the potential noise impact during restricted hours, the Contractor has implemented the following additional measures: - Minimized the quantities of plant used after 7pm as far as practicable; and - Regular review of working hours for night time works and switch off all unnecessary machinery and plants at night time.	Closed	-
COM-2013-034	17-Sep-2013	--	HyD	Environmental (Noise)	A complaint was received on 17 September 2013 regarding the noise nuisance from tree transplanting activities in the morning of 14 September 2013.	Portion Y	The Contractor has been reminded to comply with CNP conditions for construction works undertaken during restricted hours. To minimize the potential noise impact during restricted hours, the Contractor has implemented the following additional measures: - Minimized the quantities of plant used after 7pm as far as practicable; and - Regular review of working hours for night time works and switch off all unnecessary machinery and plants at night time.	Closed	-
COM-2013-037	8-Oct-2013 9-Oct-2013 16-Oct-2013	--	Supervising Officer's Representative	Environmental (Noise)	The complainant complained the noise from barge operation from 21:30 to 22:30 hrs on 4 October 2013. The complainant complained that several loud bangs were heard starting from 21:00 hrs on 7 October 2013. The complainant complained that it was very noisy at the noon of 14 October 2013.	Portion X	The Contractor has been reminded to comply with CNP conditions for construction works undertaken during restricted hours. To minimize the potential noise impact during restricted hours, the Contractor has implemented the following additional measures: - minimize the quantities of plant used during restricted hours as far as practicable; and - regular review of working duration for restricted hours works and switch off all unnecessary machinery and plants during restricted hours.	Closed	-
COM-2013-041	31-Oct-2013	21:52 hrs	EPD	Environmental (Noise)	A complaint was received on 31 October 2013 regarding the noise generated from a barge being moved by a tug boat in the morning of 31 October 2013 (around 05:55).	N/A	The Contractor has been reminded to comply with CNP conditions for construction works undertaken during restricted hours. To minimize the potential noise impact during restricted hours, the Contractor has implemented the following additional measures: - minimize the quantities of plant used during restricted hours as far as practicable; and - regular review of working duration for restricted hours works and switch off all unnecessary machinery and plants during the night-time and early morning period (7pm to 7am).	Closed	-
COM-2013-043	11-Nov-2013	--	EPD	Environmental (Noise)	A complaint was received on 11 November 2013 regarding a barge moving through the southern channel of HyD's construction site after 23:00 hrs on 8 November 2013.	Portion X	The Contractor has been reminded to comply with CNP conditions for construction works undertaken during restricted hours. To minimize the potential noise impact during restricted hours, the Contractor has implemented the following additional measures: - minimize the quantities of plant used during restricted hours as far as practicable; and - regular review of working duration for restricted hours works and switch off all unnecessary machinery and plants during restricted hours.	Closed	-

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 Hong Kong - Zhuhai - Macao Bridge Hong Kong Link Road
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COM-2013-045	27-Dec-2013	--	HyD	Environmental (Noise)	A complaint was received on 27 December 2013 regarding barges operating at the south channel of Portion X in the afternoon of 26 December 2013.	Portion X	The Contractor has been reminded to comply with CNP conditions for construction works undertaken during restricted hours. To minimize the potential noise impact during restricted hours, the Contractor has implemented the following additional measures: - minimize the quantities of plant used during restricted hours as far as practicable; and - regular review of working duration for restricted hours works and switch off all unnecessary machinery and plants during restricted hours.	Closed	-
COM-2014-046	16-Jan-2014	17:22 hrs	HyD	Environmental (Air Quality)	A complaint was received on 16 January 2014 regarding heavy exhausts generated at around 8 a.m. and 10 a.m. over past few months and or even midnight.	N/A	The Contractor has implemented the following measure to minimize exhaust fumes generated from machinery: - Maintenance for the all machinery regularly.	Closed	-
COM-2014-048	18-Jan-2014	--	EPD	Environmental (Other: Blackish mud)	A complaint was received on 18 January 2014 regarding blackish mud along the edge of the construction site of Hong Kong-Zhuhai-Macao Bridge Hong Kong Project near the airport in the morning of 18 January 2014.	Portion X	Based on the investigation results, it is considered that the blackish mud raised in the complaint was not related to HKLR03 Contract. In this case, no follow up action is required.	Closed	-
COM-2014-050	24-Mar-2014	--	EPD	Environmental (Other: Dredged Marine Sediment)	A complaint was received by EPD on 24 March 2014. The complainant advised that there was dredged material found being mixed with soil in the construction site of Hong Kong-Zhuhai-Macao Bridge Hong Kong Link Road Project in the vicinity of CAD headquarters and transported out of the site. The complainant suspected that there was improper disposal of dredged marine sediment.	Portion X	Based on the investigation results, it is considered that the complaint is invalid. In this case, no follow up action is required.	Closed	-
COM-2014-051	29-Apr-2014	--	SOR	Environmental (Noise)	A complaint was received on 29 April 2014 regarding loud bang coming from the site at 21:37 hrs on 28 April 2014.	Portion X	Based on the Contractor's site diary and our investigation, no non-compliance was identified.	Closed	-
COM-2014-053	02-May-2014	--	EPD	Environmental (Noise)	A complaint was received by EPD on 1 May 2014. The complainant advised that there was noise nuisance arising during the evening of 1 May 2014.	Portion X	The Contractor has been reminded to comply with CNP conditions for construction works undertaken during restricted hours. To minimize the potential noise impact during restricted hours, the Contractor has implemented the following additional measures: - minimize the quantities of plant used during restricted hours as far as practicable; and - regular review of working duration for restricted hours works and switch off all unnecessary machinery and plant during restricted hours.	Closed	-
COM-2014-063	03-Dec-14	--	Arup	Environmental (Noise)	According to Arup's email to CSCE and DCVJV on 3 December 2014, "A resident living in Le Bleu Duex addressed a complaint to CE of HyD at about 20:04 hrs last night. He complained about the noise nuisance coming from site office since 19:30 hrs last night. epetitively metal parts had been dropped on the ground by people who seem to be loading or unloading a boat at the pier. Noise was still going on right now at 20:04."	WA6	Based on the investigation results, it is found that the noise complaint is not related to Contract No. HY/2011/03. In this case, no follow up action is required.	Closed	-
COM-2014-065	24-Dec-14	Nil	EPD	Environmental (Water Quality)	A complaint was received on 24 December 2014 regarding the increase of marine refuse (water bottles and debris) along the shore from Yat Tung to Tai O, where the complainant considered might be in relation to the HZMB project(s).	Portion X	Based on the investigation results, it is considered that the complaint is unlikely related to HKLR03 Contract. Nevertheless, the Contractor is reminded to implement all recommended mitigation measures for waste management and avoid dumping rubbish into the sea.	Closed	-
COM-2015-066	08-Apr-15	Nil	EPD (An email forwarded by Arup)	Environmental (Dust)	According to Arup's email to CSCE on 8 April 2015, the ET was informed that a complaint had been received by EPD at about 18:29 hrs on 2 Apr 2015 regarding construction dust from construction site (S15) at Kwo Lo Wan Road, Tung Chung."	S15	Based on the Contractor's information and our investigation, no non-compliance was identified. The Contractor is reminded to continuously implement the dust suppression measures to minimize potential dust impact.	Closed	-
COM-2015-068	10-Apr-15	Nil	EPD (An email forwarded by Arup)	Environmental (Noise)	According to Arup's email to CSCE on 10 April 2015, it is noted that EPD received a noise complaint from a resident of Caribbean Coast. According to the complainant, he was disturbed by noise from construction activities of the HZMB Project during weekends and holidays. The complainant was referring to those activities carried out between Scenic Hill and HKBCF because the complainant mentioned the contractor was China State.	N/A	Based on the information provided and our investigation, the Contractor had complied with the conditions laid down in Construction Noise Permit (CNP) Nos. GW-RS0113-15 and GW-RS0356-15. Hence, no non-compliance was identified. The Contractor has been reminded to comply with CNP conditions for construction works undertaken during restricted hours and recommended to implement the following measures to minimize the potential noise impact during restricted hours: minimize the quantities of plant used during restricted hours as far as practicable; and regular review of working duration for restricted hours works and switch off all unnecessary machinery and plant during restricted hours.	Closed	-
COM-2015-074	16-Jul-15	Nil	EPD	Environmental (Wastewater)	According to EPD's email to Highways Department, ET, SOR and ENPO, a complaint was received on 16 July 2015 regarding wastewater splashing from vehicles to pedestrian at Tung Fai Road. The complainant complained that wastewater was splashed to people waiting at the bus stop near Civil Aviation Department Headquarters Office Building when vehicles leaving the HZMB site to Tung Fai Road.	Tung Fai Road	Based on the investigation results, it is considered that the complaint is unlikely related to HKLR03 Contract. The Contractor has been reminded to slow down their vehicles when leaving the concerned construction site.	Closed	-

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Complaint No.	Received Date	Received Time	Source	Category	Complaint Details	Location	Improvement Measures Taken	Status	Remarks
COM-2015-076	17-Jul-15	Nil	EPD (An email forwarded by ENPO)	Environmental (Noise)	According to EPD's email to ENPO on 17 July 2015, it is noted that EPD received a noise complaint from public. The complainant said that he/she was disturbed by the noise generated from construction sites of the HZMB Project during the daytime period of past few Sundays. Afterwards, EPD contacted the complainant and confirmed that the noise was generated from construction sites along Kwo Lo Wan Road and signs of "China State Construction Engineering (HK) Ltd" were noted.	Kwo Lo Wan Road	Based on the information provided and our investigation, the Contractor complied with the conditions laid down in Construction Noise Permit (CNP) Nos. GW-RS0733-15 and GW-RS0740-15 and no noncompliance was found. The Contractor has been reminded to comply with CNP conditions for construction works undertaken during restricted hours and recommended to implement the following measures to minimize the potential noise impact during restricted hours: - minimize the quantities of plant used during restricted hours as far as practicable; and - regular review of working duration for restricted hours works and switch off all unnecessary machinery and plant during restricted hours.	Closed	-
COM-2015-079	07-Dec-15	Nil	ENPO (EPD referred the email from Complainant to ENPO)	Environmental (Water Quality)	According to ENPO's email to SOR and ET on 7 December 2015, a complaint was received by EPD on 2 December 2015 regarding water quality near HKLR work site. The complainant mentioned that "I moved to Tung Chung since July and it was the second time I saw similar situation polluting the sea. Last time it was even worse in red colour. Please look into this matter and let me know what was being dropped into the sea and whether it was hazardous to the sea.". EPD has contacted the complainant and obtained the additional information from the complainant. EPD suspected that the incident happened in the afternoon on 28 November 2015.	Portion X	According to the information provided by the Contractor, the derrick barge belongs to Contract No. HY/2011/03. The concerned sediment plume was likely to be caused by stirring up of mud in the seabed by the derrick barge sailed at the navigation channel situated at shallow water zone where the water depth ranging from 3.25m – 3.75m. Public fill materials were placed on the derrick barge. The barge was in good conditions with no materials being dumped into the sea. The Contractor has been implementing the mitigation measure as specified in the Implementation Schedule of Environmental Mitigation Measures that is all vessels to be sized such that adequate clearance is maintained between vessels and the sea bed at all states of the tide to ensure that undue turbidity is not generated by turbulence from vessel movement or propeller wash. The Contractor is recommended to arrange vessels to move out of the site area during high tide to avoid the disturbance to the seabed as far as practicable and deploy marine vessels effectively in order to minimize the number of trips and disturbance to seabed in shallow waters.	Closed	-
COM-2016-087	28-Jun-16	Nil	EPD	Environmental (Water Quality)	According to EPD's email, a complaint was received on 28 June 2016 regarding polluted water discharge incident opposite to Tung Chung Development Pier.	N/A	The Contractor has designated competent persons to operate, check and maintain individual wastewater treatment plant as an existing control measures. In case of breakdown of wastewater treatment plants, no discharge of wastewater will be allowed until repair is completed to resume the normal operation of the treatment plant. Specific toolbox / refreshment training trainings have been providing for the staff and workers for each of the wastewater treatment plants. The Contractor has been reminded to implement the above control measures and ensure no untreated wastewater will be discharged into open channel.	Closed	-
COM-2016-098	11-Nov-16	16:33	ENPO (EPD referred the email from Complainant to ENPO)	Environmental (Water Quality)	According to ENPO's email to the Environmental Team, Supervising Officer's Representative and Contractor on 11 November 2016, it is noted that EPD received a complaint lodged by a member of the public regarding sediment plume generated by a vessel named "長盛308 (Chang Sheng 308)" during the vessel travelling from construction site of Hong Kong- Zhuhai- Macao Bridge near Scenic Hill to Tung Chung New Development Ferry Pier.	Portion X	The Contractor has been reminded to schedule the vessel to move in / out of the construction site during higher tide and minimize number of trips to avoid the stirring up of the seabed mud when the vessel travelling in very shallow water areas as much as practicable. Also, the Contractor was reminded to implement environmental mitigation measures in accordance with Environmental Mitigation Implementation Schedule (EMIS).	Closed	-
COM-2016-099	02-Dec-16	Nil	ENPO (EPD referred the email from Complainant to ENPO)	Environmental (Other: Slurry on public road)	It was noted from ENPO's email to the Environmental Team, Supervising Officer's Representative and Contractor on 2 December 2016 that EPD received a complaint lodged by a member of the public regarding slurry on East Coast Road. The complainant considered the slurry might relate to the construction site of China Harbour Engineering Company Limited next to a hotel.	East Coast Road	During the weekly site inspection undertaken on 7 December 2016, no slurry was observed at the section of East Coast Road adjoining the site boundary of Contract No. HY/2011/03. The Contractor has constructed wheel washing facilities at all the site accesses, including the one near the site access of China Harbour Engineering Company Limited next to the Marriott Hotel (which is believed to be the hotel mentioned by the complainant), to wash and clean all vehicles before allowing them to leave the construction site to ensure that no mud or other debris would be brought to the public area. In addition, regular watering is conducted by water truck at least twice per day at the section of East Coast Road adjoining the site boundary of Contract No. HY/2011/03 to minimize dust emission. Based on the investigation results, it is considered that the complaint unlikely related to Contract No. HY/2011/03. Notwithstanding that, the Contractor has been reminded to clean wheels and body of vehicles as usual before allowing them to leave construction site.	Closed	-
COM-2016-100	14-Dec-16	Nil	ENPO (Contract No. HY/2010/02 project team received an environmental complaint referred by Government's hotline (1823) on 2 December 2016. ENPO forwarded the Complaint to Contract No. HY/2011/03.)	Environmental (Other: mud/ debris on public road)	It was noted from ENPO's email to the Environmental Team, Supervising Officer's Representative and Contractor on 14 December 2016 that EPD received a complaint lodged by a member of the public regarding mud/debris on public road. 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."	East Coast Road and Tung Fai Road	During the ET's inspection on 7 December 2016 (weekly routine inspection) and 16 December 2016, no mud or debris was observed at the section of East Coast Road adjoining the site boundary of Contract No. HY/2011/03 as well as the section of Tung Fai Road leading to the site access of Contract No. HY/2011/03. The Contractor provided wheel washing facilities at all the site accesses, including the one accessing East Coast Road and the one accessing Tung Fai Road, to wash and clean all vehicles before allowing them to leave the construction site to ensure that no mud or debris would be brought to the public area. It was observed that the areas of the wheel washing facilities and the respective road section between the wheel washing facilities and the site accesses of East Coastal Road and of Tung Fai Road were paved with concrete. High pressure jets were also provided at the wheel washing facilities for cleaning of vehicles before the vehicles were allowed to leave the construction site. In addition, regular watering at the section of East Coast Road adjoining the site boundary of Contract No. HY/2011/03 was conducted by water trucks at least twice per day to minimize dust emission. Based on our investigation result, it is considered that the complaint is unlikely related to Contract No. HY/2011/03. Notwithstanding that, the Contractor has been reminded to clean the wheels and body of vehicles as usual before allowing them to leave construction site.	Closed	-
COM-2016-103	14-Dec-16	Nil	ENPO (EPD referred the email from Complainant to ENPO)	Environmental (Noise)	It was noted from ENPO's email to the Environmental Team, Supervising Officer's Representative and Contractor on 14 December 2016 that EPD received a noise complaint lodged by a member of public. The complaint was about hammering noise generated from construction sites at midnight in the past month. The complainant could not identify the source but suspected that the noise was generated from HZMB Project. It was also noted from ENPO's email on 21 December 2016 that EPD supplemented that the complainant lives in Seaview Crescent. The complainant sometimes heard noise created by impacting metals or metal/ground, particularly in December 2016.	N/A	The Contractor confirmed that no hammering works was conducted and no impact noise was generated at midnight in November 2016 and December 2016. The Contractor complied with the conditions laid down CNP No. GW-RS740-16 and no non-compliance was found. Based on our investigation result, it is considered that the complaint is unlikely related to Contract No. HY/2011/03. In this case, no follow up action is required. However, the Contractor has been reminded to comply with the conditions stipulated in the Construction Noise Permit for construction works undertaken during restricted hours and has been recommended to implement the following measures to minimize the potential noise impact during restricted hours: - minimize the number of machinery and plant used during restricted hours as far as practicable; - regularly review the working duration for restricted hours works; and - switch off all unnecessary machinery and plant during restricted hours.	Closed	-

HyD Contract No.HY/2011/03
 Hong Kong - Zhuhai - Macao Bridge Hong Kong Link Road
 Section between Scenic Hill and Hong Kong Boundary Crossing Facilities

Complaint Register

Complaint No.	Received Date	Received Time	Source	Category	Complaint Details	Location	Improvement Measures Taken	Status	Remarks
COM-2017-104	09-Jan-17	Nil	IEC (EPD referred the email from Complainant to IEC)	Environmental (Other: Cleanliness problem at East Coast Road and Tung Fai Road)	It was noted from IEC's email to the Environmental Team, Supervising Officer's Representative and Contractor on 9 January 2017 that EPD received a complaint lodged by a member of the public (a bus operator at the HKIA) regarding cleanliness problem at East Coast Road and Tung Fai Road.	East Coast Road and Tung Fai Road	During the ET's inspection on 10 January 2017, it was observed that the Contractor provided wheel washing facilities at all the site accesses, including the one accessing East Coast Road and the one accessing Tung Fai Road, to wash and clean all vehicles before allowing them to leave the construction site to ensure that no mud or debris would be brought to the public area. No mud was observed at the section of Tung Fai Road leading to the site access of Contract No. HY/2011/03. However, some mud was observed at the section of East Coast Road adjoining the site boundary of Contract No. HY/2011/03. Based on our investigation result, although there is no direct evidence showing that the complaint is related to Contract No. HY/2011/03, the Contractor has been reminded to clean the wheels and body of vehicles as usual before allowing them to leave construction site. Road sweeper will be employed to sweep along the East Coast Road twice per week and remove the deposited mud underneath the water-filled barrier to facilitate the road-washing water to be drained away from the carriageway. It should be of note that the ground level of site boundary of HY/2011/03 adjoining the East Coast Road is lower than that of East Coast Road and the Site of HY/2011/03 receives unidirectional flow of surface runoff from the East Coast Road. In addition, the following measures will be implemented to enhance dust suppression: 1. Stockpile along East Coast Road will be reduced in height and compacted as far as practicable 2. Haul road will be demarcated to prevent vehicles from going into non-wetted surface. 3. Site access S16 will be thoroughly cleaned and all vehicles will be stopped for second washing after being washed in the wheel washing bay. 4. Water sprinklers will be installed and operated at the stockpiles behind the water-filled barriers along East Coast Road.	Closed	-
COM-2017-108	23 February 2017 and 2 March 2017	Nil	Airport Authority Hong Kong (AAHK) via SOR / Referred to ENPO by HyD	Environmental (Air quality, Water quality and Other: Cleanliness problem at East Coast Road)	AAHK stated in their email to SOR on 23 February 2017 that there was sand/muddy water accumulating along the water barriers at East Coast Road Southbound. AAHK also lodged a complaint to HyD, which HyD referred to ENPO on 1 March 2017 (received by ET on 2 March 2017). AAHK reported that the cleanliness of East Coast Road remained unsatisfactory with dust all over the water barriers/traffic aids, and sands accumulating along the carriageway.	East Coast Road	During ET's observation on 3 and 13 March 2017, properly functioning wheel washing facilities were provided to wash all vehicles prior to leaving the site. The section of road between the wheel washing facilities and the site access (S25) was hard paved and no mud/ silt was observed at the concerned road section and the site access. As the ground level of site boundary of HY/2011/03 adjoining the East Coast Road is lower than that of East Coast Road, the possibility of muddy water seepage from S25 to East Coast Road is low. Based on our investigation result, the complaint is unlikely to be related to Contract No. HY/2011/03. Nevertheless, the Contractor has been reminded to strictly upkeep the proper practice of washing all vehicles leaving the site access (S25). Also, the Contractor has raised the majority of the temporary traffic signs to a higher level to avoid muddy water splashing on them. Also, the temporary traffic signs will be cleaned regularly.	Closed	-
COM-2017-112	27 March 2017	Nil	ENPO (EPD referred the email from Complainant to ENPO)	Environmental (Noise and Water quality)	It was noted from ENPO's email to the Environmental Team, Supervising Officer's Representative and Contractor on 28 March 2017 that EPD received a noise complaint lodged by a resident of Century Link on 27 March 2017. The complaint was about "昨晚 (i.e. 26 March 2017) 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". "At around ten o'clock last night (i.e. 26 March 2017), there was intermittent very loud voice outside. According to observation, the noise should be from the Hong Kong-Zhuhai-Macao Bridge project near the artificial island, the noise lasted until late at night. In this morning, there was a plume of pollution found on the sea (see photo). These should be caused by the bridge project."	Nil	Based on the information provided by the Contractor and our investigation, it was concluded that the Contractor had complied with the conditions laid down in CNPs No. GW-RS-1135-16 and GW-RS0016-17 and that no non-compliance on water quality was found. It is considered that the complaint is unlikely related to Contract No. HY/2011/03. In this case, no follow up action is required. However, the Contractor has been reminded to comply with the conditions stipulated in the Construction Noise Permit for construction works undertaken during restricted hours and has been recommended to implement the following measures to minimize the potential noise impact during restricted hours: - minimize the number of machinery and plant used during restricted hours as far as practicable; - regularly review the working duration for restricted hours works; and - switch off all unnecessary machinery and plant during restricted hours. The Contractor was also reminded to schedule, according to the predicted tides of the Hong Kong Observatory, their working vessels to travel to and from work site at high tide in order to reduce the sediment plume at shallow water areas.	Closed	-
COM-2017-113	20-Apr-17	Nil	ENPO (EPD referred the email from Complainant to ENPO)	Environmental (Water quality)	It was noted from ENPO's email to the Environmental Team, Supervising Officer's Representative and Contractor on 20 April 2017 that EPD received a complaint on 19 April 2017 lodged by a green group. The complaint was about "本會XXX投訴港珠澳大橋承辦商於2015年設置隔泥網的方向不當, 產生污染。而圖片是由路政署提供, 是真確圖片。本會期望環保署調查圖片中的情況, 並對承辦商作出警告, 以及要求承辦商準確放置現時時的隔泥網, 確保其雙重設計是有效。"	Portion X	Based on the information provided by the Contractor and ET's investigation, it was suspected that the concerned silt plume may be caused by sea current. There was no evidence that the concerned silt plume was caused by any activities arising from the Contract. The Contractor was reminded once again to implement the mitigation measure as specified in the Implementation Schedule of Environmental Mitigation Measures. The Contractor is also recommended to fully and properly maintain the silt curtain throughout the works in accordance with the requirements in the Updated EM&A Manual through undertaking monthly measurement on the overlapping and separation openings for vessels access for prompt rectification.	Closed	-
COM-2016-095(3)	27-May-17	Nil	SOR (HyD referred the email from Complainant to SOR)	Environmental (Noise)	It was noted from SOR's email to the Environmental Team and Contractor on 26 May 2017 that HyD received a complaint on 12 May 2017 lodged by a member of public. The complaint was about "We'd like to follow up on this case. Pls help take pictures & point out to us where your noise barriers are located. If those seen in the attached pics are so-called noise barriers, then we believe the contractor needs a lot of improvement in helping to reduce this noise pollution".	Near Dragonair / CNAC (Group) Building (HKIA)	Upon the receipt of the complaint in May 2017, the Contractor had been instructed to immediately install additional noise barriers at the appropriate location and cover the breaker tip with acoustic materials as noise mitigation measure against the noise emission associated with the aforesaid construction activities. Moreover, the noise barriers have been located as close as possible to the noise source (rock breaking work). Also, gaps and openings at joints in the barrier material have been minimized. The rock breaking work was completed on 31 May 2017 and the rock breaking machine had been demobilized off site. According to information from Contractor, removal C&D materials will be carried out at the site near CAD and CNAC buildings in the future. As such, noise nuisance generated from a site will be minimized. Notwithstanding that, the Contractor has been reminded to implement noise mitigation measures on the site to minimize any potential nuisance to the public. Based on our investigation result, it is considered that the complaint is likely related to Contract No. HY/2011/03. The Contractor has implemented the following measures to minimize the potential noise impact: - Additional noise barriers have been erected in the active working area to further mitigate the associated noise emissions as far as practicable; - Cover the breaker tip with acoustic material. - Noise barriers have been located as close as possible to the noise source. Also, gaps and openings at joints in the barriers material have been minimized. - Speed up of construction works in order to shorten the duration noise impact/nuisance to the surrounding. - Minimize the quantities of noisy plant as far as practicable. - Regular review of working duration and switch off all unnecessary machinery and plant.	Closed	-

HyD Contract No.HY/2011/03
 Hong Kong - Zhuhai - Macao Bridge Hong Kong Link Road
 Section between Scenic Hill and Hong Kong Boundary Crossing Facilities

Complaint Register

Complaint No.	Received Date	Received Time	Source	Category	Complaint Details	Location	Improvement Measures Taken	Status	Remarks
COM-2016-095(4)	15-Aug-17	Nil	HyD	Environmental (Noise)	HyD received a complaint concerning the rock breaking works near CNAC Buildings, as described below: "I am writing to let you know re-captioned works interrupted seriously our staff daily office works. Understand the rock encountered was much stronger than the original expected, the rock breaking works near CNAC Tower has been never ending. Recently a bulldozer is working nearby and no noise barriers/sound proofs were set up. Please take corrective action asap. Kindly advise us when this bulldozing work is scheduled to complete."	Near Dragonair / CNAC (Group) Building (HKIA)	The major rock breaking works near CNAC Tower were substantially completed on 31 May 2017. However, survey record revealed that minor rock breaking/trimming work was required at the formation level for the construction of box culvert no. PR14. Hence, the Contractor used a hydraulic breaker for minor rock breaking/trimming work in the afternoon on 15 August 2017. According to the photos provided by the complainant, movable noise barriers were not located near the noise source (rock breaking/trimming work). As such, noise generated by rock breaking/trimming work was not efficiently screened by the noise barriers. According to the Contractor's records and the photos provided by the complainant, no bulldozer was used at PR14 on 15 August 2017. In addition, no bulldozing work is scheduled at PR14 in near future. ET conducted an investigation on 16 August 2017. The minor rock breaking/rock trimming work was completed. Only one excavator was operating for forming the haul road at the concerned location. No significant noisy activity was observed during the investigation on 16 August 2017. Also, bulldozer was not observed on the site. Based on our investigation result, it was likely that concerned noise emission was due to the minor rock breaking/trimming works by the hydraulic breaker. It is considered that the complaint is likely related to Contract No. HY/2011/03. According to Contractor's information, no substantial rock breaking works will be conducted at near CNAC Tower. Only minor rock breaking/trimming work may be occasionally conducted at the concerned work area. The Contractor has been recommended to implement the following measures to minimize the potential noise impact when minor rock breaking/trimming work to be conducted: - Schedule noisy work (i.e. rock breaking) during non-office hours as far as practicable subject to actual site progress; - Cover the breaker tip with acoustic material; - Locate noise barriers as close as possible to the noise source. Also, gaps and openings at joints in the barriers material should be minimized; - Regular review of working duration and switch off all unnecessary machinery and plant; - Speed up of construction works in order to shorten the duration noise impact/nuisance to the surrounding; and - Minimize the quantities of noisy plant as far as practicable.	Closed	-
COM-2017-122	03-Oct-17	Nil	1823 Integrated Call Centre received a complaint lodged by a member of the public on 30 September 2017. SOR referred the complaint details from 1823 - HyD to ET on 3 Oct 2017	Environmental (Other: Cleanliness problem at Tung Fai Road)	1823 Integrated Call Centre received a complaint lodged by a member of the public regarding cleanliness problem at Tung Fai Road, as described below: "投訴大嶼山赤鱗角東輝路11號港龍大廈對出，巴士站附近，是港珠澳大橋地盤其中一個出入口，經常有大量重型工程車輛進出地盤。每逢有巴士或重型車輛經過時，路面沙塵揚起引起"沙塵暴"，等候巴士的乘客便遭殃。以前有灑水車噴水減低沙塵，現在灑水車都沒有出現。要求部門改善沙塵問題。"	S16	During the ET's inspection on 3 October 2017, it was observed that the Contractor did provide wheel washing facility with high pressure jets at the site access S16 at Tung Fai Road to wash and clean all vehicles before allowing them to leave the construction site to ensure that no mud or debris would be brought to the public area. It was also observed that the Contractor did provide water bowser to thoroughly clean Tung Fai Road. No mud was observed at the section of Tung Fai Road leading to the site access S16 of Contract No. HY/2011/03. Another inspection was conducted on 12 October 2017, the section of the road between the wheel washing facility and the site access S16 was hard paved and no mud/silt was observed at the concerned road section and the site access S16. Although Contract No. HY/2011/03 is the only construction site connecting to the Tung Fai Road and the mentioned bus stop, wheel washing facility with high pressure jets is provided at the site access S16 to wash and clean all vehicles before allowing them to leave the construction site. No mud or debris would be brought to the public area. Therefore, there is no direct evidence showing that the complaint is related to Contract No. HY/2011/03. Nevertheless, in order to enhance dust suppression measures, the Contractor will increase the frequency of road cleaning by water bowser from three times per day to four times per day, subject to regular review with relevant stakeholders in the vicinity.	Closed	-
COM-2017-129	08-Jan-18	Nil	ENPO's email to the Supervising Officer's Representative and Contractor on 8 January 2018 that HyD received a complaint lodged by a member of the public regarding cleanliness problem at East Coast Road on 29 December 2017	Environmental (Other: Cleanliness problem at East Coast Road)	HyD received a complaint lodged by a member of the public regarding cleanliness problem at East Coast Road on 29 December 2017. The complaint details are described below: "投訴人投訴於大嶼山東岸路，因港珠澳大橋工程的沙塵問題，部門安排了有關洗街車及吸塵車處理有關沙塵問題，但有關車輛就上述問題的處理成效未如理想。投訴人表示洗街車在清洗有關路面時，只是向路面灑水，令原本的沙塵變成泥漿，但卻沒有清理有關泥漿，道路問題根本沒有根治。另外，有關吸塵車的隔濶亦未如理想，吸塵車吸了地上的沙塵後所噴出來的氣體佈滿沙塵，以致有關沙塵除了未被吸走外，更導致道路沙塵滾滾。要求部門監察有關承辦商，煩請部門跟進及回覆。"	East Coast Road	Based on our investigation result, there is no direct evidence showing that the complaint is related to Contract No. HY/2011/03. The Contractor has been reminded to implement the following measures to minimize dust impact/ improve cleanliness at East Coast Road: • display notice at site access to remind drivers to wash the wheels thoroughly before leaving the site. • manual control by rope stopping vehicles entering public road without wheel washing. • provide training for drivers to ensure that they can use water truck and road sweeper properly for road washing. • close monitor on the proper functioning of the road sweeper and water truck and provide maintenance to water truck and road sweeper if necessary. • implement environmental mitigation measures in accordance with Environmental Mitigation Implementation Schedule as per the EM&A Manual. ET will also step up the site inspections to ensure the cleanliness of the concerned section of East Coast Road is properly maintained.	Closed	-
COM-2018-132	13, 14 February 2018	Nil	HyD (SOR referred the email from HyD to Contractor and ET) and EPD (ENPO referred the email from EPD to SOR. SOR sent the email to Contractor and ET)	Dust, Water Quality, Construction Waste, Noise and vibration	The complaint was received from the SOR's email on 13 February 2018 with the following details: "We have witnessed increased construction activities causing concerns such as nuisance, air and water pollution, construction waste landfill which may cause health and safety to the surroundings. Nuisance – construction noise and vibration Air and Water Pollution – poor dust control causing air pollution Construction Waste Landfill Hill – increased height, size and degree of the slope of the construction waste landfill Moreover, we are particularly concerned with the stability of the construction waste landfill hill, and has grown taller and larger in size with steep slopes which may cause potential danger and hazardous to the surrounding area. It is appreciated that if you can investigate on the issue, and rectify the situation to a safe and healthy condition. Please confirm when and how the rectification will be completed." Another complaint to EPD was received from the SOR's email on 14 February 2018. The complaint was the same as the abovementioned with two figures showing the location of Dragonair & CNAC (Group) Building and Cathay Dragon House.	Near Dragonair / CNAC (Group) Building (HKIA)	Based on our investigation result, the complaint was related to Contract No. HY/2011/03. The Contractor has implemented Environmental Mitigation Implementation Schedule as per the EM&A Manual. Also, the Contractor was reminded to remove the concerned stockpile of the fill materials as soon as possible to minimize the potential nuisance caused to the nearby sensitive receivers.	Closed	-

HyD Contract No.HY/2011/03
 Hong Kong - Zhuhai - Macao Bridge Hong Kong Link Road
 Section between Scenic Hill and Hong Kong Boundary Crossing Facilities

Complaint Register

Complaint No.	Received Date	Received Time	Source	Category	Complaint Details	Location	Improvement Measures Taken	Status	Remarks
Follow-ups of Complaint No COM-2018-132	16 March 2018 and 21 March 2018	Nil	HyD (SOR referred the email from HyD to the Contractor and ET) and EPD (ENPO referred the email from EPD to SOR, who sent the email to the Contractor and ET)	Dust and Construction Waste,	<p>The complaint of 16 March 2018 was addressed to HyD and its details were as follows:</p> <p>"1) It was observed from daily photos that:</p> <p>a. Inadequate dust suppression measures implemented.</p> <p>b. Green tarp does not cover the entire pile of the waste land fill.</p> <p>c. Dry soil constantly being observed, and constantly picked-up by strong gusty winds within CLK area.</p> <p>d. Large boulders and steep slopes on waste landfill, with inadequate safety measures implemented.</p> <p>2) It was noted that the open stockpile of construction waste landfill will be removed by the end of March 2018. Please confirm the date of completion of the removal of the stockpile.</p> <p>3) Please advise if the slope and setting of the piles of earth complies within Building and other relevant Regulations.</p> <p>4) The works on the site should be within a valid gazetted period, please confirm if the works are within a valid gazette period, within CLK Lot No1 Land lease or otherwise."</p> <p>The complaint of 21 March 2018 was addressed to EPD and its details were as follows:</p> <p>"Re: Large construction landfill waste outside Cathay Dragon House, CLK, We refer to your letter ref: [EP3/N09/RS00004678-18] dated 09 March 2018, would like to further draw your attention to the open stockpile of construction waste landfill, and the enclosed daily photo.</p> <p>We have continued to observe the following:</p> <ul style="list-style-type: none"> - Inadequate dust suppression measures implemented. - Green tarp does not cover the whole of the waste landfill. - Dry soil constantly observed, and constantly picked-up strong gusty winds within CLK area. - Large boulders and steep slopes on waste landfill, with inadequate safety measures implemented. - Poor housekeeping of the construction site. <p>Furthermore, we would like to raise the query regarding the validity period for the occupation of the site under the current gazette.</p> <p>It is appreciated that if you can continue to investigate on the issue, provide close monitoring of the situation, and request the contractor to rectify to a safe and healthy condition."</p>	Near Dragonair / CNAC (Group) Building (HKIA)	Based on our investigation result, the complaint was related to Contract No. HY/2011/03. It was noted that no Action and Limit Level exceedances of 1-hr and 24-hr TSP were recorded at air monitoring station AMS6 - Dragonair Building during the period from 1 February 2018 to 30 April 2018. Part of the stockpile was observed dry during ET's site inspection on 27 March 2018. Proper watering on the stockpiles was observed undertaken afterwards. The Contractor has been continuously reminded to properly implement Environmental Mitigation Measures as per the EM&A Manual. The Contractor was also reminded to remove the concerned stockpile of the fill materials as soon as possible to minimize the potential nuisance caused to the nearby sensitive receivers.	Closed	-
COM-2018-142	29 June 2018 & 6 July 2018	Nil	EPD (ENPO referred the email to SOR, Contractor and ET)	Noise	<p>The complaint of 29 June 2018 was received from EPD and its details were as follows:-</p> <p>EPD have recently received a complaint regarding frequent noise from construction works next to Cathay Dragon House, facing Tung Chung direction. The complaint details are described as below:</p> <p>"We would like to raise your attention and forward a complaint regarding frequent noise from construction works next to our Cathay Dragon House, facing Tung Chung direction.</p> <p>From the video link below, it seems like the noise is mainly from the breaking of rocks using powered mechanical equipment.</p> <p>https://www.dropbox.com/s/634sf2p3op39s9v/IMG_3137.MOV?dl=0</p> <p>Our colleagues at Cathay Dragon House has complaint that such disturbance has been going on for a week and works are carried out throughout the whole day.</p> <p>Please advise whether:</p> <ol style="list-style-type: none"> 1. Such noisy works have been carried out with EPD or Highways' "Approved Permit"; 2. The noise level have been limited by your permit; 3. Any regular monitoring works or report have been sent to your department. 4. When will the work/noise stops; <p>Furthermore,</p> <ol style="list-style-type: none"> 5. Mr Lai mentioned in your previous email 18 April 2018 that the works should have completed end April 2018. Why is the works still going on? 6. Mr Lo mentioned in the letter dated 11 April 2018, you would conduct site inspections. Have you noticed any non-compliance? <p>Your prompt response is appreciated."</p> <p>A further complaint was received on 6 July 2018 from EPD and its details were as follows:-</p> <p>"Further to our previous complaints which are in vain, we would like to continue to put forward the complaint against the noise from the construction works next to Cathay Dragon House at CLK, which has never been ceased and been causing great disturbance to the accommodations (aviation control centre) and staff within our Cathay Dragon building and CNAC tower.</p> <p>Below is the time schedule our staff regarding the noise disturbance from the site which is frequent and continuous.</p> <p>Date Time 3 July 2018 8:30am – 11:30am, 1:30pm – 5:30pm 4 July 2018 8:30am – 11:30am, 1:30pm – 5:30pm 5 July 2018 8:30am – 11:30am, 1:30pm – 5:30pm</p> <p>Please advise what has been your action upon this matter. This has been intolerable for months. If there is nothing that your depts., can impose to stop the disturbance, we may need to seek other alternative complain channel.</p> <p>Your immediate action on this matter is highly appreciated."</p> <p>"We would like to get your urgent attention to the noise nuisance matters that is occurring outside Cathay Dragon House (facing seaside Tung Chung). There have been extreme noisy works conducted, without proper noise mitigation matter, with noise DB levels reaching 70-100dB, and is seriously affecting our company operations.</p> <p>Please urgently attend to the matter and advise further on the email below, and implement the proper noise reducing and mitigation procedures.</p>	Near Dragonair / CNAC (Group) Building (HKIA)	Based on our investigation result, the complaint was related to Contract No. HY/2011/03. The Contractor has implemented Environmental Mitigation Implementation Schedule as per the EM&A Manual, such as cover the breaker tip with muffler; minimize the quantities of noisy plant as far as practicable. Although the rock breaking works outside the Cathay Dragon House/ Dragonair & CNAC (Group) Building were completed on 9 July 2018, the Contractor has been continuously reminded to properly implement Environmental Mitigation Measures as per the EM&A Manual to minimize the potential noise nuisance caused to the public/ surrounding.	Closed	-

Remark:
 1. Based on updated information received in this reporting month, the environmental complaint no. COM-2017-102 mentioned in Monthly EM&A Report for September 2017 should be COM-2017-122.