



## Statistics on Environmental Complaints, Notifications of Summons and Successful Prosecutions

For Contract No. HY/2014/05

Reporting Period	Cumulative Statistics		
	Complaints	Notifications of summons	Successful prosecutions
This reporting period	2	0	0
From commencement date of contract to end of reporting period	4	0	0

For Contract No. HY/2013/06 within Contract No. HY/2014/05 work area

Reporting Period	Cumulative Statistics		
	Complaints	Notifications of summons	Successful prosecutions
This reporting period	0	0	0
From commencement date of contract to end of reporting period	0	0	0

For Contract No. HY/2014/04 within Contract No. HY/2014/05 work area

Reporting Period	Cumulative Statistics		
	Complaints	Notifications of summons	Successful prosecutions
This reporting period	0	0	0
From commencement date of contract to end of reporting period	0	0	0



## Complaint Register

For Contract No. HY/2014/05

Complaint No.	Complaint Received Date	Category	Complaint Details	Follow up Action /Recommendation	Status
001	22 September 2016	Water Quality	According to ENPO's email to the Environmental Team, Engineer's Representative and Contractor on 22 September 2016, it is noted that EPD received a complaint lodged by a member of the public regarding whitish effluent discharge from two flat top barges into the sea every day from 18:00 to 04:00 hours next to Cell No.54 and 55 of Hong Kong - Zhuhai - Macao Bridge Hong Kong Boundary Crossing Facilities Construction Site.	After investigation, contractor confirmed that they do not have any marine works. In addition, they do not have any flat top barge working for Contract No. HY/2014/05. No mitigation measures are required as the complaint is not related to Contract No. HY/2014/05.	Closed.
002	14 December 2016	Noise	According to ENPO's email to ET, Engineer's Representative and Contractor on 14 December 2016, it was noted that EPD had received a complaint regarding a noise complaint from a member of public. The complainant said that he/she was disturbed by hammering noise generated from construction sites in mid-night over the past month. He/She suspected that the noise was generated from HZMB Project. Based on further email from ENPO on 20 December 2016, it is noted that the complainant lives in Seaview Crescent (海堤灣畔). He sometimes hears noise created by impacting metals or metal/ground, particularly in December 2016.	According as the information provided by the Contractor, no construction works being done after 11p.m. in November 2016 and December 2016. Therefore, the noise nuisance is considered not related to Contract No. HY/2014/05 after investigation. No follow-up action is required	Closed.



003	28 March 2017	Noise and Water Quality	<p>According to ENPO's email to ET, Engineer's Representative and Contractor on 28 March 2017, it was noted that EPD had received a complaint regarding a noise and water quality complaint from a resident of Century Link. The complaint content as extracted below:</p> <p>"作(昨)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>	<p>According to the information provided by the Contractor, there was no construction work (includes Contract No. HY/2013/06 HZMB HKBCF - Automatic Vehicle Clearance Support System and Contract No. HY/2014/04 HZMB HKBCF – Gantry Type X-ray Vehicle Inspection System within Contract No. HY/2014/05 works area) being done after 10pm on 26 March 2017.</p> <p>No marine works and marine transportation were carried out under this Contract. Based on the investigation results, it is found that the noise and water quality complaint is not related to Contract No. HY/2014/05 (includes Contract No. HY/2013/06 HZMB HKBCF - Automatic Vehicle Clearance Support System and Contract No. HY/2014/04 HZMB HKBCF – Gantry Type X-ray Vehicle Inspection System within Contract No. HY/2014/05 works area). No follow up action is required.</p>	Closed.
004	31 May 2017	Air Quality	<p>According to ENPO's email to ET, Engineer's Representative and Contractor on 1 June 2017, it was noted that EPD had received a complaint regarding dust emission from the haul road near Buildings 044 and 045. The complaint content as extracted below:</p> <p>"投訴港珠澳大橋人工島地盤近 044 及 045 大廈旁的車路，有大量車出入，工人沒有灑水，引致塵埃，造成嚴重滋擾"</p>	The complaint is under investigation and will be reported in the next reporting period.	Investigating