

**Complaint Management Plan
for Tung Chung New Town Extension (West)
(EP No. EP-519/2016)**

January 2026

Environmental Permit No. EP- 519/2016

Tung Chung New Town Extension (West)

Environmental Team Leader Certification

Reference Document /Plan

Document to be Certified:	Complaint Management Plan
Date of Document:	January 2026
Date received by ETL:	7 January 2026

Reference EP Condition

Environmental Permit Condition:	2.1
The Permit Holder shall, no later than one month before the commencement of construction of the Project, formulate and deposit a detailed Complaint Management Plan (The Plan) with the Director. The Plan shall include a dedicated complaint hotline and an email channel for timely response to complainants.	

ETL Certification

I hereby certify that the above reference document complies with the above referenced condition of EP-519/2016.



Daniel Sum
Environmental Team Leader

Date: 7 January 2026

Your Ref.

Our Ref. 198377-1123

Date 7 January 2026

South Development and Sustainable Lantau Office
Civil Engineering and Development Department
13/F, North Point Government Offices
333 Java Road, North Point
Hong Kong

For the attention of Mr. Ryan CHAK / Ms. Carol LAM

Dear Sir / Madam,

Agreement No. CE 59/2017 (EP)
Independent Environmental Checker for Tung Chung New Town Extension – Investigation
Complaint Management Plan (EP condition 2.1)

We refer to the Complaint Management Plan for Tung Chung New Town Extension (West) (TCW) dated January 2026 and certified by the Environmental Team Leader of TCW on 7 January 2026. Please note we have no adverse comments on the captioned submission. The captioned submission is hereby verified in accordance with the requirement stipulated in Condition 2.1 of EP-519/2016.

Should you have any query, please feel free to contact the undersigned at 2608-7314 (chuawo@binnies.com).

Yours faithfully,
for and on behalf of
BINNIES HONG KONG LIMITED



MANUEL CHUA
INDEPENDENT ENVIRONMENTAL CHECKER

cc: ET Leader / TCW – Mott (Attn: Mr. Daniel SUM) [by Email: daniel.sum@mottmac.com]
PM / TCW – Arup (Attn: Mr. Jackson WONG) [by Email: jackson.wong@tcw.c5c6.hk]



Binnies Hong Kong Limited
43/F, AIA Kowloon Tower, 100 How Ming Street, Kwun Tong, Hong Kong
賓尼斯工程顧問有限公司
香港九龍觀塘巧明街 100 號友邦九龍大樓 43 樓

Member of
the Association
of Consulting
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Hong Kong

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BIM PROJECT VERIFICATION
ISO 19650
SGS



+852 2601 1000



+852 2601 3988



binnieshk@binnies.com

1. Project Description

The development of Tung Chung New Town Extension (TCNTE), comprising Tung Chung East (TCE) and Tung Chung West (TCW), is a mega-scale and complex project aiming to provide land to meet the future housing economic and social development needs of Hong Kong. Due to the fact that the proposed works are geographically separated, the implementation of mega-scale Project is divided into two packages, namely TCE and TCW respectively. In accordance with the tight delivery programme, the Project will be implemented in phases under separate contracts for the developments of TCE and TCW. This Plan only covers the work in TCW. Complaint Management Plan (CMP) for TCE can be found at dedicated project website: <http://env.tcntr.hk/ep-submissions.html>.

2. Scope of Works for Tung Chung New Town Extension

The Tung Chung New Town Extension project (the Project) comprises the following elements:

- (i) reclamation of the seabed by a non-dredged method at TCE to form a total of about 130 hectares of land;
- (ii) construction of about 4.9 kilometers of seawalls, with an eco-shoreline, three drainage box culvert outfalls, three circulation drains and a seawater intake at TCE;
- (iii) provision of infrastructure for Tung Chung Area 58, including construction of a single two-lane road with a footpath and the associated utility works;
- (iv) site formation works at TCW;
- (v) construction of the River Park including a visitor centre at TCW;
- (vi) construction of proposed open space;
- (vii) construction of sustainable urban drainage systems at TCW;
- (viii) construction of roads, footpaths, cycle tracks and the associated junction / road improvement works;
- (ix) engineering infrastructure works covering drainage, sewerage, waterworks (including a fresh water service reservoir, a salt water service reservoir and a salt water pumping station), common utility tunnels and landscaping works; and
- (x) implementation of environmental mitigation measures and environmental monitoring and audit programme for the works.

3. Implementation Programme

The Contract No NL/2020/05 – Tung Chung New Town Extension – Site Formation and Infrastructure Works at Ma Wan Chung (i.e. Contract 5) at TCW has been awarded in May 2021 and the major construction work is scheduled for completion in mid of 2026. The main contractor for Contract No. NL/2020/05 is Build King – Richwell Civil Joint Venture (BKRCJV).

The Contract No NL/2020/06 – Tung Chung New Town Extension – Site Formation and Infrastructure Works at Tung Chung Valley, Phase 1 (i.e. Contract 6) at TCW has been awarded in May 2021 and the major construction work is scheduled for completion in 2026. The main contractor for Contract No. NL/2020/06 is China Railway Group Limited (CREC).

The Contract No NL/2023/10 – Tung Chung New Town Extension – Infrastructure Works at Tung Chung Valley, Yu Tung Road and Ma Wan Cheung (i.e. Contract 10) at TCW has been awarded in October 2025 and is scheduled for completion in 2029. The main contractor for Contract No. NL/2023/10 is CREC Joint Venture (CRECJV).

The Entrustment Agreement No. ENT/TUE/001 – Construction of Infrastructure Works in the Tung Chung New Town Extension Area (i.e. Entrusted Works) has been awarded in June 2025 and is scheduled for completion in 2028. The main contractor for Entrusted Works is Bouygues Dragages (1201) Joint Venture (BDJV).

4. Submission under EP

In view that only the site formation and infrastructure works at Ma Wan Chung (i.e. Contract 5), Tung Chung Valley, Phase 1 (Contract 6), Area 33 (Entrusted Works) and Infrastructure Works at Tung Chung Valley, Yu Tung Road and Ma Wan Chung (Contract 10) at TCW have commenced, this submission is prepared based on the latest information of Contract 5, Contract 6, Entrusted Works and Contractor 10. The submission shall be updated before commencement of construction of the respective contracts for the site formation and infrastructure works at TCW according to the relevant requirements contained in the EM&A Manual, EIA Report and EP.

The Complaint Management Plan for Contract 5 are provided in **Attachment I** below.

The Complaint Management Plan for Contract 6 are provided in **Attachment II** below.

The Complaint Management Plan for Contract 10 are provided in **Attachment III**. Below.

The Complaint Management Plan for Entrusted Works are provided in **Attachment IV**. Below.

5. Receiving the Complaint

A complaint hotline and email channel has been established to receive public comments regarding construction works at TCW.

Hotline Number: 9326 1161 (for Contract 5, 6 and 10)

2993 3333 (for Entrusted Works)

Email Address: general.enquiry@tcw.c5c6.hk (for Contract 5, 6 and 10)

newprojects@mtr.com.hk (for Entrusted Works)

Attachment I

Complaint Management Plan for

Contract No. NL/2020/05

Tung Chung New Town Extension –

Site Formation and Infrastructure Works at Ma Wan Chung



Build King – Richwell Civil Joint Venture

Complaint Management Plan

For

Contract No. NL/2020/05

Tung Chung New Town Extension –
Site Formation and Infrastructure Works
at Ma Wan Chung

Rev. 03

Prepared by:

A blue ink signature of the name "Calvin Chan".

Calvin Chan
Environmental Officer

Approved by:

A blue ink signature of the name "Ricky Hon".

Ricky Hon
Site Agent

Date: 28th July 2021

Rev.: 03	Build King – Richwell Civil Joint Venture	 Build King – Richwell Civil Joint Venture
Title: Complaint Management Plan	Contract No. NL/2020/05 Tung Chung New Town Extension – Site Formation and Infrastructure Works at Ma Wan Chung	Page #: Page 1 of 14

REVISION HISTORY

Rev.:	03	Build King – Richwell Civil Joint Venture	 Build King – Richwell Civil Joint Venture
Title:	Complaint Management Plan Contract No. NL/2020/05 Tung Chung New Town Extension – Site Formation and Infrastructure Works at Ma Wan Chung		Page #: Page 2 of 14

CONTENT

1.	INTRODUCTION.....	3
1.1.	Background	3
1.2.	Scope of Works	3
1.3.	Purposes of the CMP.....	3
1.4.	Responsibilities.....	4
2.	THE COMPLAINT MANAGEMENT PROCESS	4
2.1.	Overall Complaint Handling Process Flow Chart.....	5
3.	STAGE 1 - RECEIVING THE COMPLAINT.....	5
3.1.	Dedicated Complaint Hotline for the Project.....	5
3.2.	Dedicated Email Channel for the Project.....	5
3.3.	Environmental Complaint Received from EPD	5
3.4.	Environmental Complaint Received from Other Channels.....	6
3.5.	Record-keeping	6
4.	STAGE 2 – ASSESSING THE COMPLAINT	6
4.1.	Screening and Referring the Complaint.....	6
4.2.	Acknowledging Receipt of the Environmental Complaint.....	8
5.	STAGE 3 – INVESTIGATING THE COMPLAINT	8
5.1.	Conducting an Investigation	8
6.	STAGE 4 – RESOLVING THE COMPLAINT	9
6.1.	Deciding on the Appropriate Action (s)	9
6.2.	Preparing the Environmental Complaint Investigation report.....	9
6.3.	Independent/ External Review.....	10
6.4.	Closing the Case	10

APPENDIX

- Appendix 1 - Environmental Complaint Handling Flow Chart
- Appendix 2 - Dedicated Complaint Hotline for the Project – Operation Flow Chart

Rev.:	03	Build King – Richwell Civil Joint Venture	 Build King – Richwell Civil Joint Venture
Title:	Complaint Management Plan Contract No. NL/2020/05 Tung Chung New Town Extension – Site Formation and Infrastructure Works at Ma Wan Chung		Page #: Page 3 of 14

1. INTRODUCTION

1.1. Background

This Complaint Management Plan (CMP) details complaint management process to be deployed by **Build King – Richwell Civil Joint Venture (BKRCJV)** during the construction of the Contract No. NL/2020/05 Tung Chung New Town Extension – Site Formation and Infrastructure Works at Ma Wan Chung.

The Environmental Impact Assessment (EIA) Report (Register No.: AEIAR-196/2016) prepared for the “Tung Chung New Town Extension” (the project) has been approved by the Director of Environmental Protection, and an Environmental Permit (Permit No.: EP- 519/2016) has been issued for the project under the Environmental Impact Assessment Ordinance. Pursuant to Condition 2.1 of the Environmental Permit (EP), BKRCJV is required to formulate and deposit a detailed CMP which include a dedicated complaint hotline and an email channel for timely response to complaints. The requirement related to complaints handling involves providing the means to ensure timely investigation and response to environmental complaints.

1.2. Scope of Works

The works mainly comprise:

- (i) Site clearance (including, but not limited to, the demolition of the existing building structures);
- (ii) Site formation works for Area 23 with associated geotechnical works;
- (iii) Widening of Tung Chung Road North with associated geotechnical works;
- (iv) Construction of carpark at Ma Wan Chung, and associated road works and geotechnical works;
- (v) Carry out road improvement works and drainage works at Chung Yan Road;
- (vi) Construction of open space at Tung Chung Area 29A and the coastal pedestrian access;
- (vii) Renovation works of existing site offices and promenade improvement works;
- (viii) Yard Waste Disposal and Treatment;
- (ix) Ground investigation, geotechnical and building instrumentation monitoring works;
- (x) Associated civil, geotechnical, structural, building services systems, electrical and mechanical engineering and landscaping works; and
- (xi) Implementation of environmental mitigation measures, environmental monitoring and audit programme for the works mentioned above.

1.3. Purpose of the CMP

As specified in Condition 2.1 of the EP:

“The Permit Holder shall also, no later than one month before the commencement of construction of the Project, formulate and deposit a detailed Complaint Management Plan (The Plan) with the Director. The Plan shall include a dedicated complaint hotline and an email channel for timely response to complaints.”

This CMP sets out the complaint management process for the project.

Rev.:	Build King – Richwell Civil Joint Venture	 Build King – Richwell Civil Joint Venture
03	Title: Complaint Management Plan Contract No. NL/2020/05 Tung Chung New Town Extension – Site Formation and Infrastructure Works at Ma Wan Chung	Page #: Page 4 of 14

1.4. Contractual Obligations

The key parties involved in the CMP and their overall roles and responsibilities are presented in Table 1.1.

Table 1.1 Key Parties Involved in the CMP

Party	Roles and Responsibilities
CEDD / Project Manager (PM)	The CEDD, as the project proponent, bears the overall responsibility for the project, and has to assure that the CMP is issued and followed by all the relevant parties of the project.
Environmental Team (ET)	The ET is responsible for consulting and reviewing the proposed remedial measures, carrying out additional monitoring and audit, and recording the findings as part of the EM&A process.
Independent Environmental Checker (IEC)	The IEC is responsible for auditing the complaints handling, investigation, reporting process and the effectiveness of mitigation measures implemented by the Contractor.
The Contractors	The Contractor is responsible for setting up and managing the dedicated complaint hotline and email channel. The Contractors have the primary responsibility for implementing the required mitigation measures and ensuring their works comply with all environmental legislation and the EP requirements as well as any additional conditions specified in their works contracts. The Contractors are responsible for providing all necessary input / information to the ET as part of the complaint investigation process. The Contractors are also required to implement all mitigation measures, corrective actions or any additional measures required to address environmental complaints.

2. THE COMPLAINT MANAGEMENT PROCESS

As part of the EM&A requirements of the project, the overall environmental complaint handling process is shown in Figure 2.1.

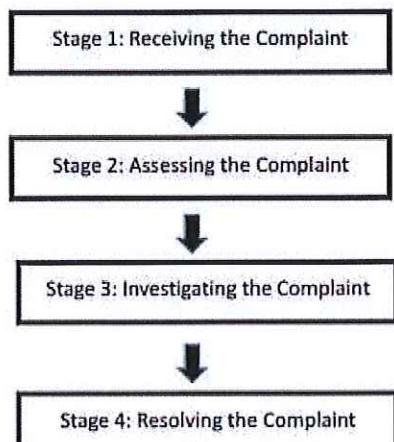


Figure 2.1 Overall Environmental Complaint Handling Process Flow Chart

Rev.:	Build King – Richwell Civil Joint Venture	 Build King – Richwell Civil Joint Venture
03	Title: Complaint Management Plan Contract No. NL/2020/05 Tung Chung New Town Extension – Site Formation and Infrastructure Works at Ma Wan Chung	Page #: Page 5 of 14

2.1. Overall Complaint Handling Process Flow Chart

Details of each of the stages in the handling process are described in the following sections. A detailed environmental complaint handling flow chart is shown in Appendix 1.

3. STAGE 1 – RECEIVING THE COMPLAINT

3.1 Dedicated Complaint Hotline for the Project

The public can raise environmental complaints that are related to the project via telephone. The Contractor established a dedicated complaint hotline for receiving any public comments. The dedicated hotline number is provided below. This dedicated complaint hotline is also publicised on the dedicated project website.

Dedicated Complaint Hotline Number: 9326 1161

The dedicated complaint hotline is managed by the Contractor. All calls will be received and recorded by the Contractor during operation hours. The operation hours of the hotline are from 08:30 to 17:30, Monday to Saturday except public holiday during the construction period of the Tung Chung New Town Extension – Site Formation and Infrastructure Works at Ma Wan Chung project. Any missed calls (such as when the line is busy or when the call is received outside the operating hours) will be directed to a voicemail system where callers can leave their contact details for the Contractor to return calls. The operation flow chart for the dedicated hotline is shown in Appendix 2.

3.2 Dedicated Email Channel for the Project

The Contractor had set up a dedicated email channel, managed by the Contractor, for receiving written environmental comments raised by the public. The dedicated email address is provided below.

Dedicated Email Address: general.enquiry@tcw.c5c6.hk

3.3 Environmental Complaint Received from EPD

Members of the public may choose to submit complaints on the project to EPD via EPD's general environmental complaint channel. All complaints referred to the ET from EPD will be recorded by the Contractor and a reply will be issued to EPD to confirm receipt of the complaint by ET.

Rev.:	03	Build King – Richwell Civil Joint Venture	 Build King – Richwell Civil Joint Venture
Title:	Complaint Management Plan Contract No. NL/2020/05 Tung Chung New Town Extension – Site Formation and Infrastructure Works at Ma Wan Chung		Page #: Page 6 of 14

3.4 Environmental Complaint Received from Other Channels

Environmental complaints may also be received from other communication channels such as via the Community Liaison Group (CLG) and Professional Liaison Group (PLG), or referred from other sources. All written complaints received from such other channels will be passed directly to the Contractor. For any questions or comments received from CLG / PLG members during CLG / PLG meetings, these will be responded directly in the meetings or in subsequent CLG / PLG meetings. For any other non-written complaints, the complainant will be referred to the dedicated complaint hotline and / or email channel for registering their complaint.

3.5 Record-keeping

The Contractor maintains a record on all environmental complaints in the complaint log-book and register. A unique reference number shall be created to help track the complaint. The reference number shall be created according to the date (yyyy/mm/dd), "05" represents Contract NL/2020/05, and the complaint case number. An example of the complaint reference number is shown below:

Reference number for complaint received on 12 May 2021: 20210512/05/001

The Contractor keeps the log-book and register for ET and IEC verification. The complaint log-book and register includes but is not limited to the following:

- Details of the complaint received
- Details of the complainant (if known)
- Description of the complaint
- The relevant parties for referring the complaint; and
- Details of the responses and actions required/ taken

4. STAGE 2 – ASSESSING THE COMPLAINT

4.1 Screening and Referring the Complaint

Once a complaint is received, it must be logged, defined and categorised as soon as possible, before referring to the appropriate party. Table 4.1 lists the relevant parties for referring complaints and other enquiries and suggestions to.

Rev.:	03	Build King – Richwell Civil Joint Venture	 Build King – Richwell Civil Joint Venture
Title:	Complaint Management Plan Contract No. NL/2020/05 Tung Chung New Town Extension – Site Formation and Infrastructure Works at Ma Wan Chung		Page #: Page 7 of 14

Table 4.1: Guideline for Referring Complaints and other Enquiries & Suggestions

Type	Description		Contractor to refer cases to
Environmental-related	Complaints	Complaint about environmental issues/compliance of the construction works or site activities (e.g. dust pollution, construction plant emissions, construction noise, effluent discharge, suspended solid, oil and chemical spillage)	Relevant Contractor(s) and notify ET, IEC, PM and CEDD
	Enquiries and Suggestions	Enquiries / suggestions about environmental issues of the construction works or site activities	PM
Non-environmental-related		Complaints, enquiries and suggestions about the project itself that is not environmental-related	PM
Project unrelated		Complaint or enquiry not related to the project	PM

4.2 Acknowledging Receipt of the Environmental Complaint

Where a return postal address, fax number and / or email address of the complainant is provided, the Contractor shall issue an interim reply within 3 working days to acknowledge receipt and notify the complainant of the referral of their complaint to other relevant parties where appropriate.

5. STAGE 3 – INVESTIGATING THE COMPLAINT

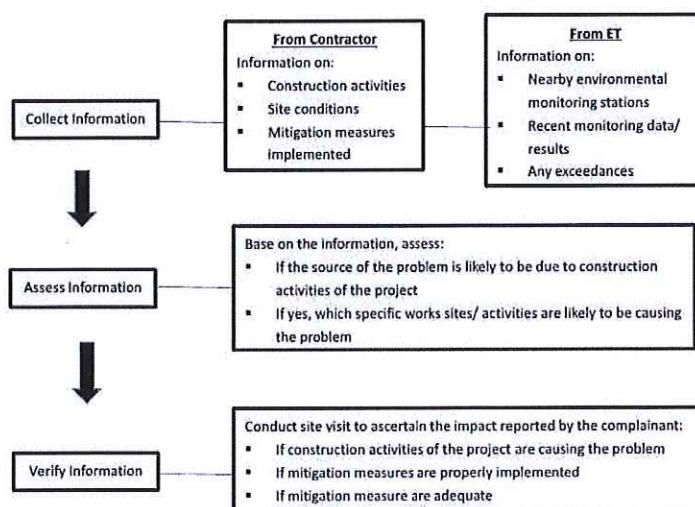
5.1 Conducting an Investigation

As illustrated in Figure 5.1, the starting point for complaint investigation is to collect all relevant information. Based on the details of the complaint received, the Contractor should collect the required information from the relevant parties, including details related to the construction activities and site conditions that may have a bearing on the complaint, as well as the mitigation measures currently implemented on site. During the complaint investigation work, the Contractor shall provide all necessary information for the completion of investigation report. The ET should also review the relevant environmental monitoring data of nearby monitoring stations to ascertain if there are any associated changes or environmental exceedances that may be linked to the complaint.

Based on the aforementioned information obtained, the ET shall assess whether the source of the problem is likely to be due to the construction activities of the project, and also ascertain which specific works sites and / or activities are the likely causes.

To verify the information obtained and whether the source of the problem is actually due to the construction activities of the project, the ET should conduct site visit with Contractor(s) and actively check for the source of the problem, and whether the relevant mitigation measures have been properly implemented by the Contractor. The ET should also check the effectiveness and adequacy of the existing mitigation measures implemented.

Figure 5.1: Investigation Stage Process flow Chart



Rev.:	Build King – Richwell Civil Joint Venture	 Build King – Richwell Civil Joint Venture
03	Title: Complaint Management Plan Contract No. NL/2020/05 Tung Chung New Town Extension – Site Formation and Infrastructure Works at Ma Wan Chung	Page #: Page 9 of 14

6. STAGE 4 – RESOLVING THE COMPLAINT

6.1 Deciding on the Appropriate Action (s)

Based on the findings of the complaint investigation described in Section 5, appropriate action(s), if any, should be recommended by the ET. The relevant action(s) would depend on the findings of the complaint investigation and might include the followings:

- Corrective actions on mitigation measures implemented by the Contractor(s)
- Recommendations for additional mitigation measures in consultation with the ET, IEC and PM
- Additional site visits and environmental monitoring to verify the updated situation and the effectiveness of the additional mitigation measures / corrective actions, if required

If mitigation measures are identified as required during in the investigation by the ET, the Contractor should promptly carry out the mitigation works. PM should ensure that the measures have been carried out by the Contractor.

6.2 Preparing the Environmental Complaint Investigation report

For every environmental complaint that is confirmed to be valid and due to the project's activities, the ET shall compile an environmental complaint investigation report containing all the relevant information and responses from the relevant parties and the follow up actions taken.

The key areas to be covered in the environmental complaint investigation report includes but not limited to the followings:

- Details of the complaint received such as received channel, date, time etc.;
- Details of the complainant such as name, contact number, email etc. (if known);
- Description of the complaint such as date, time, location, complaint circumstances etc.;
- Details of the information from the relevant Contractor(s) and the investigation findings;
- Details of the mitigation measures, additional monitoring and follow up actions where applicable; and
- Recommendations to prevent re-occurrence of similar complaint.

Rev.:	Build King – Richwell Civil Joint Venture	 Build King – Richwell Civil Joint Venture
03	Title: Complaint Management Plan Contract No. NL/2020/05 Tung Chung New Town Extension – Site Formation and Infrastructure Works at Ma Wan Chung	Page #: Page 10 of 14

If the complaint is referred from EPD, the Contractor to prepare interim report on the status of the complaint investigation and follow-up actions stipulated above, including the details of the remedial measures and additional monitoring identified or already taken, for submission to EPD. The final complaint investigation report shall be certified by the ET and verified by the IEC and send to CEDD for information before submission to EPD by the ET for EPD's record.

6.3 Independent/ External Review

Independent audit of the complaint investigation process and the report will be conducted by the IEC. The IEC will also audit and verify the effectiveness of the existing and additional mitigation measures implemented to minimize re-occurrence of similar complaints.

6.4 Closing the Case

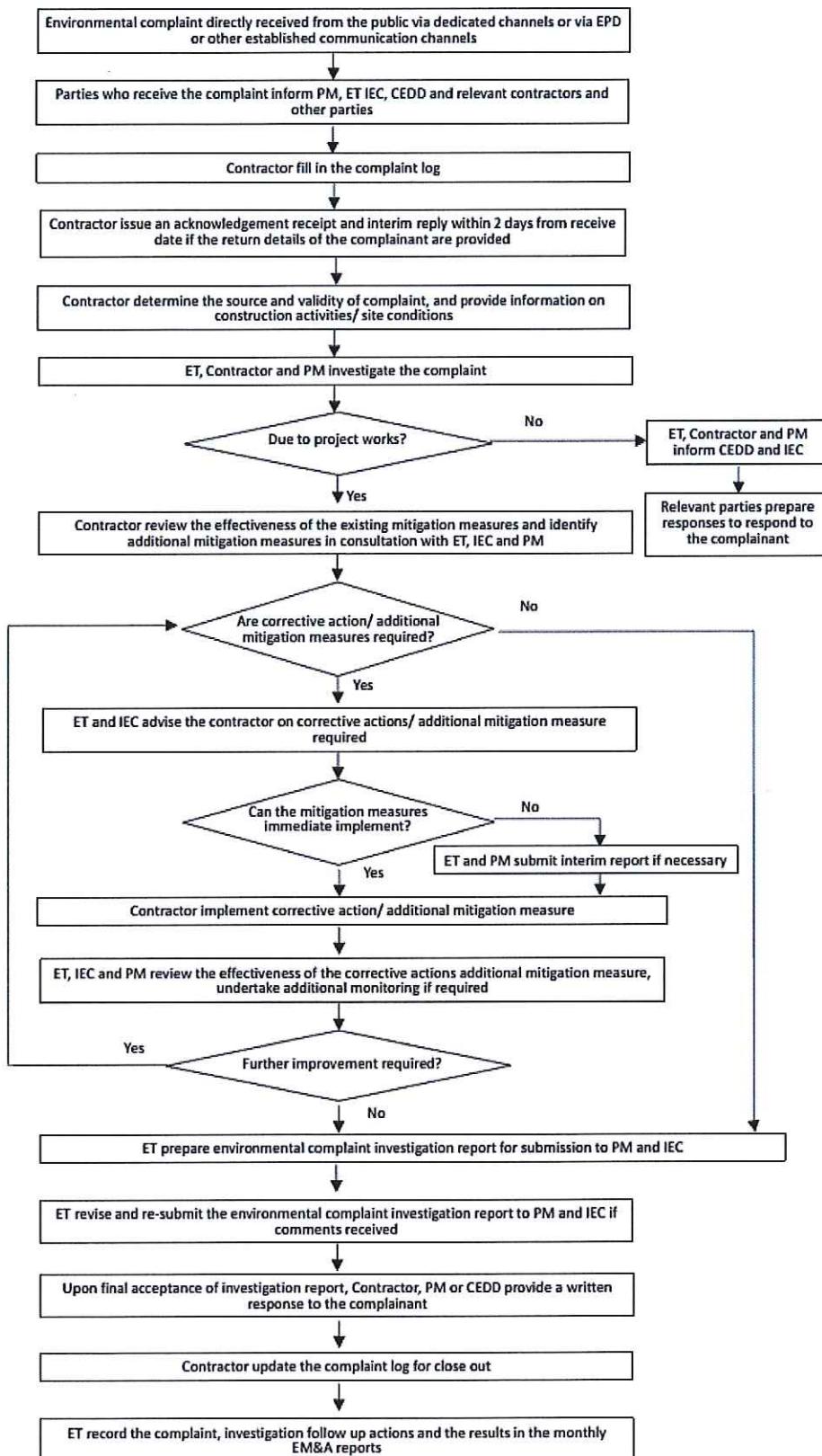
Upon final acceptance of the environmental complaint investigation report, the *PM* or CEDD shall provide a written response to the complainant (except in cases where the complaint is referred from EPD), and the ET shall update the record with details of the complaint investigation, follow up actions and other relevant information of the complaint in the complaint log-book. The time that would take to investigate a complaint depends on the circumstances involved and would be different for each individual case, still, a reply would be provided within 14 days from the receipt of the complaint and be provided with an update of the investigation, and would also be given the investigation results when available. For cases where the complaint is referred from EPD, the ET shall provide the final complaint investigation report (certified by the ETL and verified by the IEC) to EPD for their reply to the complainant.

The ET shall also summarizes the status of complaints received, including investigation findings and follow up actions taken, in the monthly EM&A reports, which are subject to review and verification by the IEC.

Rev.:	Build King – Richwell Civil Joint Venture	 Build King – Richwell Civil Joint Venture
03	Title: Complaint Management Plan Contract No. NL/2020/05 Tung Chung New Town Extension – Site Formation and Infrastructure Works at Ma Wan Chung	Page #: <i>Page 11 of 14</i>

APPENDIX 1

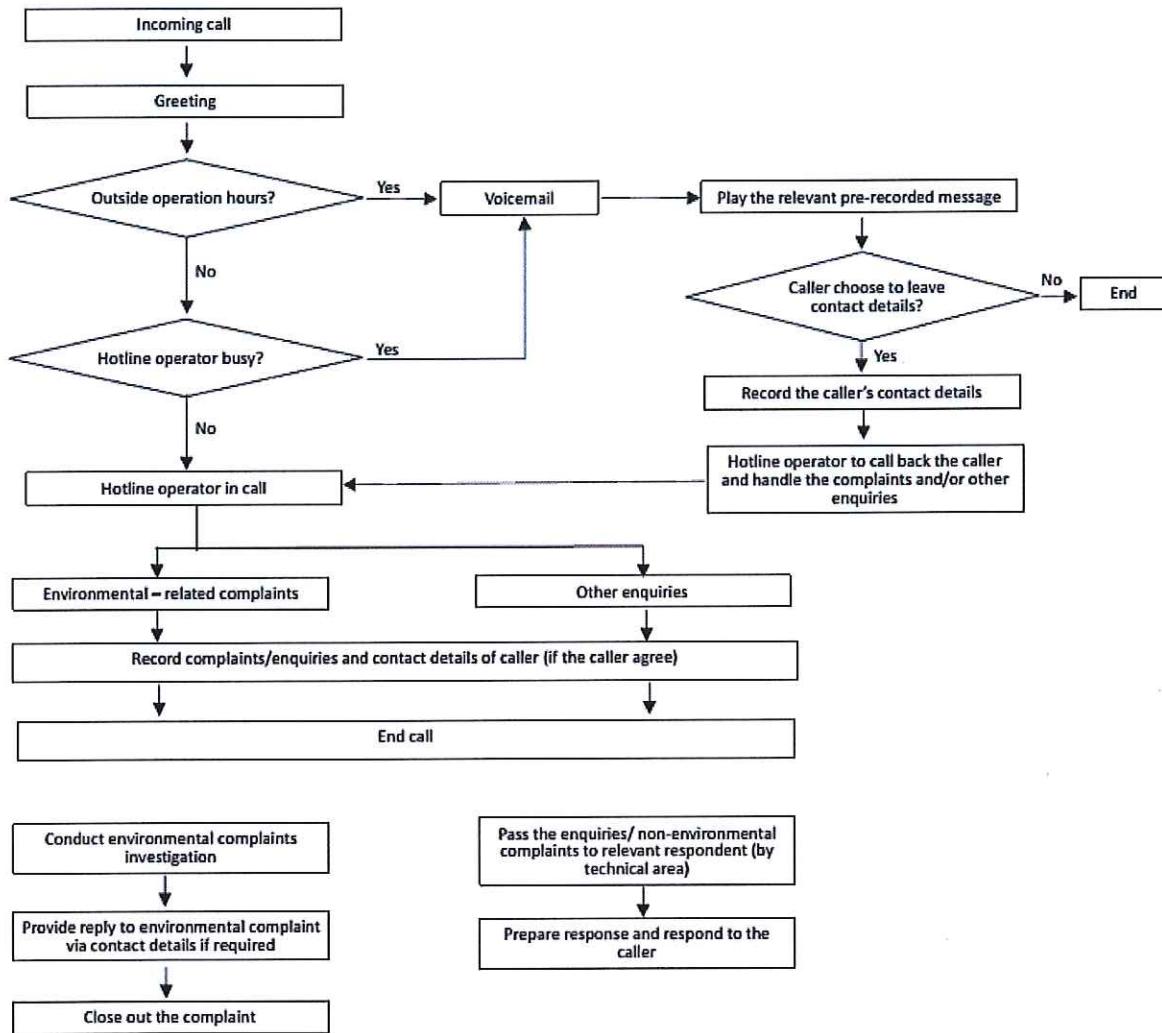
ENVIRONMENTAL COMPLAINT HANDLING FLOW CHART



Rev.:	Build King – Richwell Civil Joint Venture	 Build King – Richwell Civil Joint Venture
03	Title: Complaint Management Plan Contract No. NL/2020/05 Tung Chung New Town Extension – Site Formation and Infrastructure Works at Ma Wan Chung	Page #: Page 13 of 14

APPENDIX 2

Dedicated Complaint Hotline for the Project – Operation Flow Chart



Attachment II

Complaint Management Plan for

Contract No. NL/2020/06

Tung Chung New Town Extension –

**Site Formation and Infrastructure Works at Tung Chung Valley,
Phase 1**



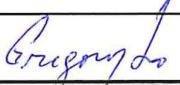
Civil Engineering and Development Department
The Government of the Hong Kong Special Administrative Region

COMPLAINT MANAGEMENT PLAN For

**Contract No. NL/2020/06 Tung Chung New Town Extension – Site
Formation and Infrastructure Works at Tung Chung Valley, Phase 1**

Document No. CREC/CMP/05

(Pursuant to the Environmental Permit - No. EP-519/2016)

A	26/07/21		
Rev	Date	Prepared By Environmental Officer	Approved By Project Manager

COMPLAINT MANAGEMENT PLAN REV. A

1	INTRODUCTION	3
1.1	SCOPE OF WORKS.....	3
1.2	RESPONSIBILITY	4
2	COMPLAINT MANAGEMENT PROCESS.....	5
2.1	STAGE 1- RECEIVING THE COMPLAINT	5
2.2	STAGE 2- ASSESSING THE COMPLAINT	6
2.3	STAGE 3- INVESTIGATING THE COMPLAINT	7
2.4	STAGE 4- RESOLVING THE COMPLAINT	8
3	INDEPENDENT/ EXTERNAL REVIEW	9
4	CLOSING THE CASE	9

List of Figures and Tables

Figure 2.1	Investigation Stage Process Flow Chart
Table 1.1	Relevant Parties for Complaint Management
Table 2.1	Guideline for Referring Complaints and other Enquiries or Suggestions

List of Appendices

Appendix A	Environmental Complaint Handling Flow Chart
Appendix B	Complaint Hotline for the Project – Operation Flow Chart

COMPLAINT MANAGEMENT PLAN REV. A

1 INTRODUCTION

The purpose of this plan prepared by China Railway Engineering Group Limited (known as CREC) is to timely response to complaints if any in accordance with the Condition 2.1 of the Environmental Permit No. EP-519/2016 dated 09/08/2016.

The Complaint Management Plan (CMP) shall include a dedicated complaint hotline and an email channel for timely response to complaints.

1.1 SCOPE OF WORKS

The works to be executed under the Contract No. NL/2020/06 involve site formation and infrastructure works at Tung Chung Valley under Tung Chung New Town Extension, as described below:

- (a) Site clearance (including, but not limited to, the demolition of the existing building structures);
- (b) Site formation works for Area 42 and Area 46 with associated geotechnical works;
- (c) Improvement works for Chung Mun Road and Shek Mun Kap Road with associated infrastructural and geotechnical works;
- (d) Provision of infrastructural works at Yu Tung Road;
- (e) Construction of Road L29 and Road L30 with associated infrastructural and geotechnical works;
- (f) Provision of attenuation & treatment ponds;
- (g) Provision of a Common Utility Trough and box culvert along Road L29;
- (h) Provision of Pumping Stations;
- (i) Construction of a proposed River Park with Visitor Centre, footbridge across river and other associated facilities;
- (j) Provision of roadside Sustainable Urban Drainage System (SUDS) features;
- (k) River de-channelization works;
- (l) Construction of noise barriers;
- (m) Woodland Compensation;
- (n) Associated landscaping works;
- (o) Tree felling, transplanting and compensatory planting works;

COMPLAINT MANAGEMENT PLAN REV. A

- (p) Ground investigation, geotechnical and building instrumentation monitoring works; and
- (q) Other works which are shown on the Drawings or specified in the Specifications.

1.2 RESPONSIBILITY

Roles and responsibilities of parties involved in this Plan is shown in Table 1.1 below.

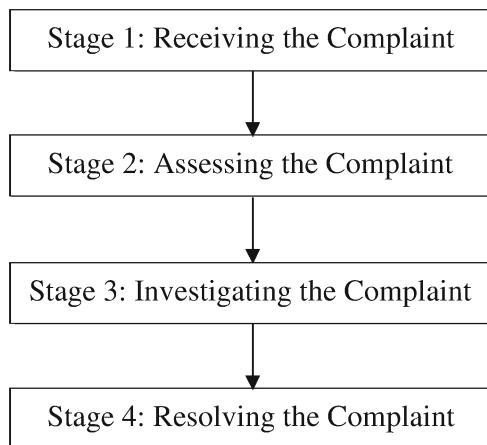
Table 1.1 Relevant Parties for Complaint Management

Relevant Party	Roles and Responsibilities
CEDD / Project Manager (PM) ARUP	The CEDD, as the project proponent, bears the overall responsibility for the project, and has to assure that the CMP is issued and followed by all the relevant parties of the project.
Environmental Team (ET)	The ET is responsible for consulting and reviewing the proposed remedial measures, carrying out additional monitoring and audit, and recording the findings as part of the EM&A process.
Independent Environmental Checker (IEC)	The IEC is responsible for auditing the complaints handling, investigation, reporting process and the effectiveness of mitigation measures implemented by the Contractor.
CREC	CREC is responsible for setting up and managing the dedicated complaint hotline and email channel. CREC have the primary responsibility for implementing the required mitigation measures and ensuring their works comply with all environmental legislation and the EP requirements as well as any additional conditions specified in the works contract. The CREC is responsible for providing all necessary input / information to the ET as part of the complaint investigation process. CREC is also required to implement all mitigation measures, corrective actions or any additional measures required to address relative environmental complaints.

COMPLAINT MANAGEMENT PLAN REV. A

2 COMPLAINT MANAGEMENT PROCESS

Following is the process for complaint handling.



2.1 STAGE 1- RECEIVING THE COMPLAINT

2.1.1 Complaint Hotline

CREC to establish a complaint hotline for receiving public comments as shown below which is also available on the project website.

Hotline Number: 9326 1161

All calls will be received and recorded by CREC during operation hours. The operative hours of the hotline are from 08:30 to 17:30, Monday to Saturday except public holiday during the construction period. Any missed calls due to the line is busy or the call is received outside the operating hours will be directed to a voicemail system where callers can leave their contact details for CREC to return calls. The operation flow chart for the hotline is shown in **Appendix B**.

2.1.2 Email

CREC to set up an email channel for receiving comments raised by the public. The email address is provided below.

Email Address: general.enquiry@tcw.c5c6.hk

2.1.3 Environmental Complaint Received from EPD

Members of the public may choose to submit complaints on the project to EPD via EPD's general environmental complaint channel. All complaints referred to the ET from EPD

COMPLAINT MANAGEMENT PLAN REV. A

will be recorded by CREC and a reply will be issued to EPD to confirm receipt of the complaint.

2.1.4 Environmental Complaint Received from Other Channels

Environmental complaints may also be received from other communication channels such as via the Community Liaison Group (CLG) and Professional Liaison Group (PLG), or referred from other sources. For any queries or comments received from CLG / PLG members during CLG / PLG meetings, will be responded in the meetings or in subsequent CLG / PLG meetings. For any other non-written complaints, the complainant will be referred to the dedicated complaint hotline and / or email channel for registering their complaint.

2.1.5 Record Keeping

CREC maintains a register and records on all environmental complaints. The register shall be provided to ET and IEC. A unique reference number shall be created to help track the complaint. The reference number shall be created according to the date (yyyy/mm/dd), “06” for the last two digits of this contract number and the complaint case number. An example of the complaint reference number is shown below:

Reference number for complaint received on 31 May 2021: 20210531/06/001

The register includes but is not limited to the following:

- Details of the complaint received;
- Details of the complainant (if known);
- Description of the complaint;
- The relevant parties for referring the complaint; and
- Details of the responses and actions required/ taken.

2.2 STAGE 2- ASSESSING THE COMPLAINT

2.2.1 Screening and Referring the Complaint

Once a complaint is received, it must be logged, defined and categorised as soon as possible, before referring to the appropriate party. Table 2.1 lists the relevant parties for referring the complaints and other enquiries or suggestions.

COMPLAINT MANAGEMENT PLAN REV. A

Table 2.1 Guideline for Referring Complaints and other Enquiries or Suggestions

Type		Description	CREC to refer cases to
Environmental related	Complaints	Complaint about environmental issues/ compliance of the construction works or site activities (e.g. dust pollution, construction plant emissions, construction noise, effluent discharge, suspended solid, oil and chemical spillage)	CREC notify ET, IEC and PM
	Enquires and Suggestions	Enquiries / suggestions about environmental issues of the construction works or site activities	PM
Non-environmental related		Complaints, enquiries and suggestions about the project itself that is not environmental-related.	PM
Project unrelated		Complaint or enquiry not related to the project.	PM

2.2.2 Acknowledging Receipt of the Environmental Complaint

Where a return postal address, fax number and / or email address of the complainant is provided, CREC shall issue an interim reply within 3 working days to acknowledge receipt and notify the complainant of the referral of their complaint to other relevant parties where appropriate.

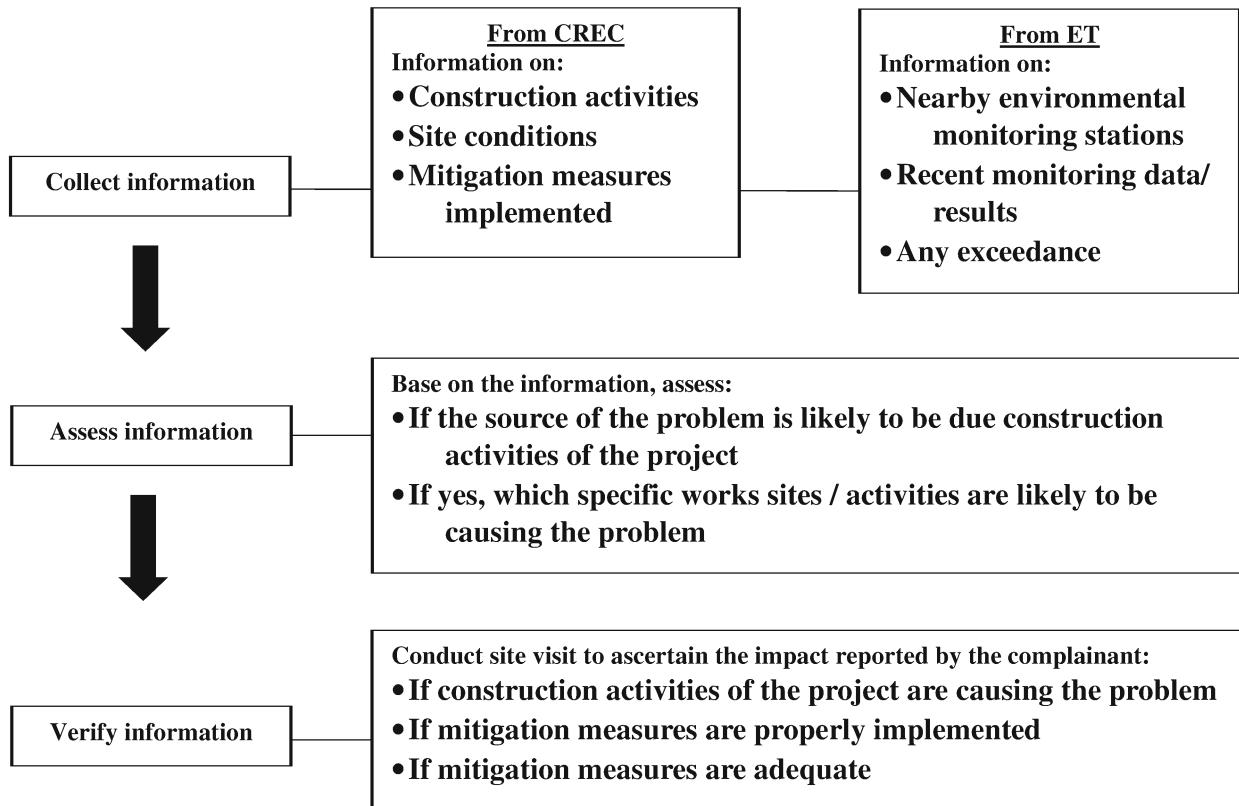
2.3 STAGE 3- INVESTIGATING THE COMPLAINT

As illustrated in Figure 5.1 below, the starting point for complaint investigation is to collect all relevant information. Based on the details of the complaint received, CREC should collect the required information from the relevant parties, including details related to the construction activities and site conditions that may have a bearing on the complaint, as well as the mitigation measures currently implemented on site. During the complaint investigation, CREC shall provide all necessary information for the completion of investigation report. The ET should also review the relevant environmental monitoring data of nearby monitoring stations to ascertain if there are any associated changes or environmental exceedances that may be linked to the complaint.

Based on the aforementioned information obtained, the ET shall assess whether the source of the problem is likely to be due to the construction activities of the project, and also ascertain which specific works sites and / or activities are the likely causes.

COMPLAINT MANAGEMENT PLAN REV. A

Figure 2.1: Investigation Stage Process Flow Chart



2.4 STAGE 4- RESOLVING THE COMPLAINT

2.4.1 Deciding on the Appropriate Action(s)

Based on the findings of the complaint investigation described in Section 2.3, appropriate action(s), if any, should be recommended by the ET. The relevant action(s) would depend on the findings of the complaint investigation and might include the followings:

- Corrective actions on mitigation measures implemented by CREC;
- Recommendations for additional mitigation measures in consultation with the ET, IEC and PM; and
- Additional site visits and environmental monitoring to verify the updated situation and the effectiveness of the additional mitigation measures / corrective actions, if required.

If the mitigation measures are identified as required during in the investigation by the ET, CREC should promptly carry out the mitigations. PM should ensure that the measures have been carried out by CREC.

COMPLAINT MANAGEMENT PLAN REV. A

2.4.2 Preparing the Complaint Investigation Report

For every environmental complaint that is confirmed to be valid and due to the project's activities, the ET shall compile an environmental complaint investigation report containing all the relevant information and responses from the relevant parties and the follow up actions taken.

The key areas to be covered in the environmental complaint investigation report includes but not limited to the followings:

- Description of the complaint such as received channel, date, time, location, complaint circumstances etc.;
- Details of the complainant such as name, contact number, email etc. (if known);
- Details of the information from the CREC and the investigation findings;
- Details of the mitigation measures, additional monitoring and follow up actions where applicable; and
- Recommendations to prevent re-occurrence of similar complaint.

If the complaint is referred from EPD, an interim report on the status of the complaint investigation and follow up actions shall be submitted to EPD by the CREC as per EM&A Manual. The final complaint investigation report shall be certified by the ET and verified by the IEC and send to CEDD for information before submission to EPD. The ET will record the details of the complaint, results of the investigation, subsequent actions taken to address the complaint and updated situation including the effectiveness of the remedial measures, supported by regular and additional monitoring results in the monthly EM&A reports.

3 INDEPENDENT/ EXTERNAL REVIEW

Independent audit of the complaint investigation process and the report will be conducted by the IEC. The IEC will also audit and verify the effectiveness of the existing and any additional mitigation measures implemented to minimize re-occurrence of similar complaints.

4 CLOSING THE CASE

Upon final acceptance of the environmental complaint investigation report, the PM/CEDD shall provide a written response to the complainant (except in cases where the complaint is referred from EPD), and update the record with details of the complaint investigation, follow up actions and other relevant information of the complaint in the complaint log-book. The time that would take to investigate a complaint depends on the circumstances involved and would be different for each individual case. However, the complainant would be contacted within 3 weeks from the receipt of the complaint and will be provided with an update of the investigation. The complainant would also be given the investigation results when available. For cases where the complaint is referred from EPD, the ET shall

COMPLAINT MANAGEMENT PLAN REV. A

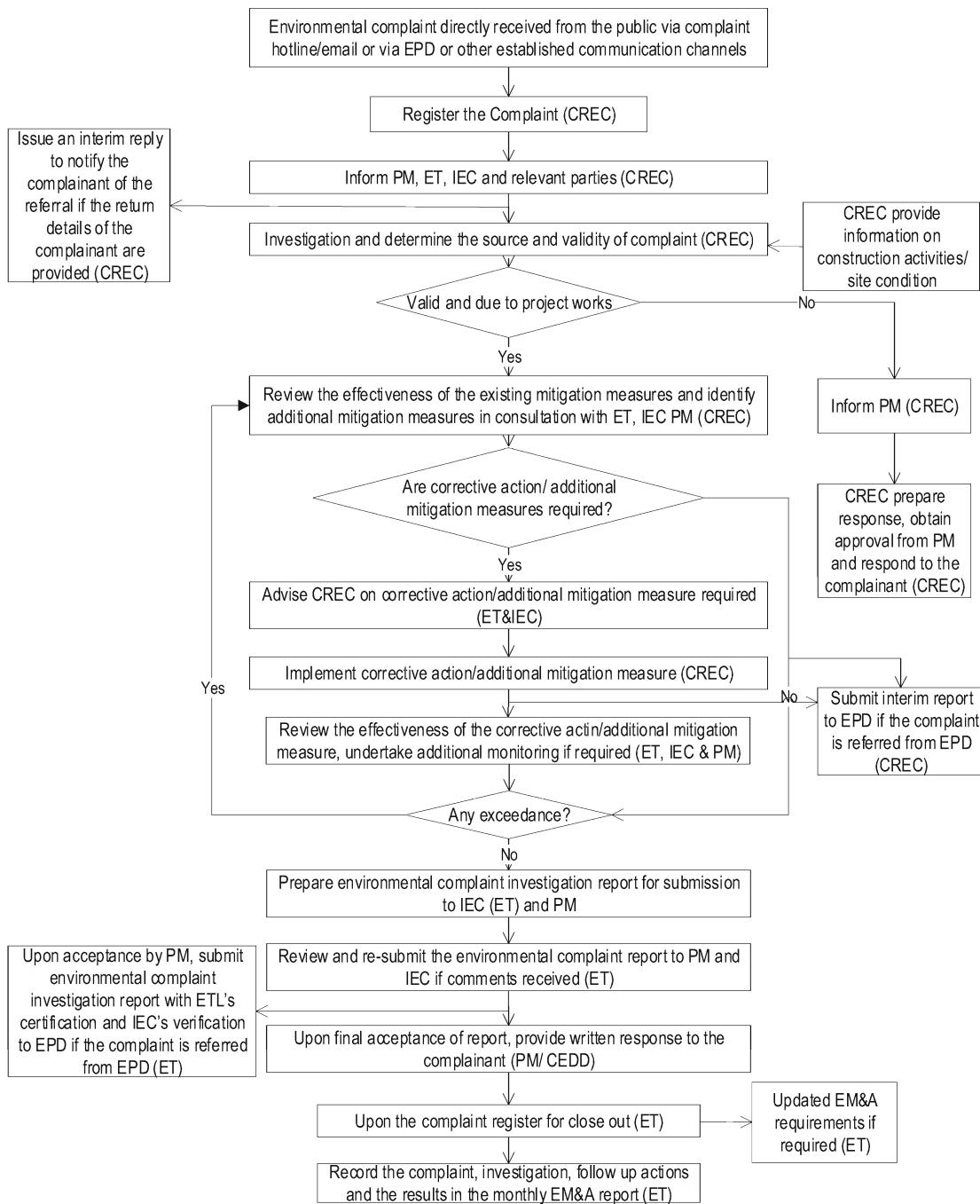
provide the final complaint investigation report (certified by the ET and verified by the IEC) to EPD for their reply to the complainant.

The ET shall also summarizes the status of complaints received, including investigation findings and follow up actions taken, in the monthly EM&A reports, which are subject to review and verification by the IEC.

(END)

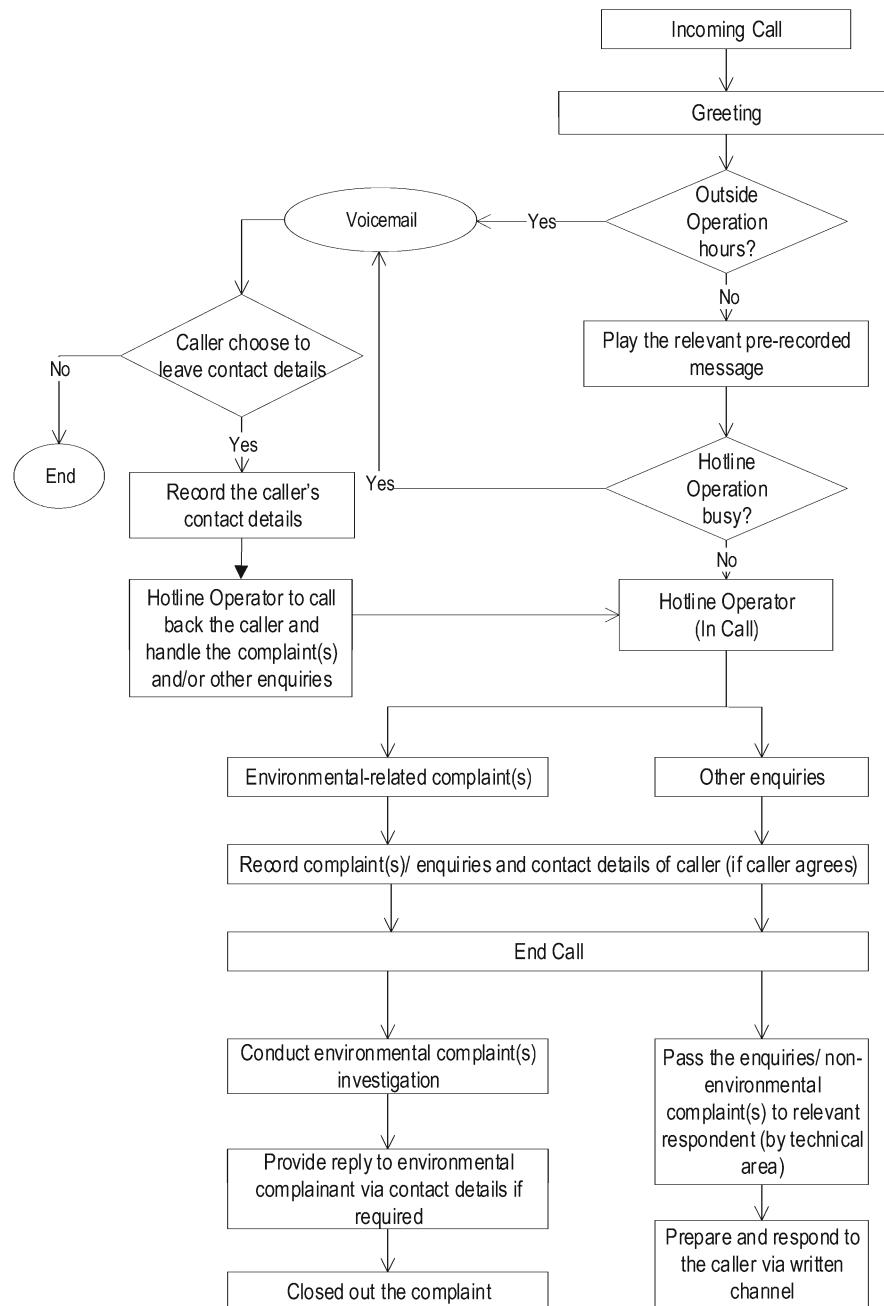
COMPLAINT MANAGEMENT PLAN REV. A

Appendix A – Environmental Complaint Handling Flow Chart



COMPLAINT MANAGEMENT PLAN REV. A

Appendix B – Complaint Hotline for the Project – Operation Flow Chart



Attachment III

Complaint Management Plan for

Contract No. NL/2023/10

Tung Chung New Town Extension –

**Infrastructure Works at Tung Chung Valley, Yu Tung Road and
Ma Wan Chung**



Civil Engineering and Development Department
The Government of the Hong Kong Special Administrative Region

COMPLAINT MANAGEMENT PLAN

For

**Contract No. NL/2023/10 Tung Chung New Town Extension -
Infrastructure Works at Tung Chung Valley, Yu Tung Road
and Ma Wan Chung**

Document No. CREC JV/CMP/03

(Pursuant to the Environmental Permit - No. EP-519/2016)

3	3/12/2025	 Ting Chi Pan	 Song Wei Bin, Steven
Rev	Date	Prepared By Environmental Officer	Approved By Project Manager

1	INTRODUCTION	4
1.1	SCOPE OF WORKS.....	4
1.2	RESPONSIBILITY	5
2	COMPLAINT MANAGEMENT PROCESS	6
2.1	STAGE 1- RECEIVING THE COMPLAINT	6
2.2	STAGE 2- ASSESSING THE COMPLAINT	7
2.3	STAGE 3- INVESTIGATING THE COMPLAINT	8
2.4	STAGE 4- RESOLVING THE COMPLAINT	9
3	INDEPENDENT/ EXTERNAL REVIEW.....	10
4	CLOSING THE CASE.....	10

List of Figures and Tables

Figure 2.1	Investigation Stage Process Flow Chart
Table 1.1	Relevant Parties for Complaint Management
Table 2.1	Guideline for Referring Complaints and other Enquiries or Suggestions

List of Appendices

Appendix A	Environmental Complaint Handling Flow Chart
Appendix B	Complaint Hotline for the Project – Operation Flow Chart

Revision History

Rev. No.	Issue Date	Amendment Section	Amended By
1	10-11-2025	First submission	Ting Chi Pan
2	28-11-2025	Amend comments from RSS, ET & IEC	Ting Chi Pan
3	3-12-2025	Amend comments from RSS, ET & IEC	Ting Chi Pan

1 INTRODUCTION

This Complaint Management Plan(CMP) describes the complaint management process by CREC Joint Venture(CREC JV) for Contract No. NL/2023/10 Tung Chung New Town Extension – Infrastructure Works at Tung Chung Valley, Yu Tung Road and Ma Wan Chung.

Pursuant to Condition 2.1 of the Environmental Permit (with Permit No. EP-519/2016) dated 9 August 2016 for the project under the Environmental Impact Assessment Ordinance, CREC JV is required to prepare and deposit a detailed CMP which include a dedicated complaint hotline and an email channel for timely response to the environmental complaints.

1.1 SCOPE OF WORKS

The works to be executed under the Contract involve:

- (a) Site clearance (including, but not limited to, the demolition of the existing building structures);
- (b) Village sewerage works and upgrading works;
- (c) Roadworks (including, but not limited to, provision of run-in / out) at Yu Tung Road;;
- (d) Construction of roads L22 and L24 (including, but not limited to, construction of bridges) with associated infrastructural and geotechnical works;
- (e) Modification of downstream of Tung Chung Stream (including, but not limited to, demolition of an existing bridge, construction of temporary bridges and construction of bridge);
- (f) Construction of sewage pumping stations at Ma Wan Chung and Tung Chung Valley North with associated geotechnical works;
- (g) Tree felling, transplanting and compensatory planting works with associated landscaping works;
- (h) Provision of attenuation & treatment ponds in Area 45E;
- (i) Modification of sewerage network at Tung Chung Road;
- (j) Ground investigation, geotechnical and building instrumentation monitoring works;
- (k) Management, maintenance, operation and servicing of waterfront promenade and CLC buildings;
- (l) Management, maintenance, operation and servicing of the Temporary Yard Waste Workshop;

- (m) Associated civil, geotechnical, structural, building services systems, electrical and mechanical engineering and landscaping works;
- (n) Implementation of environmental mitigation measures, environmental monitoring and audit programme for the works mentioned above; and
- (o) Other works which are shown on the Drawings or specified in the Specifications.

1.2 RESPONSIBILITY

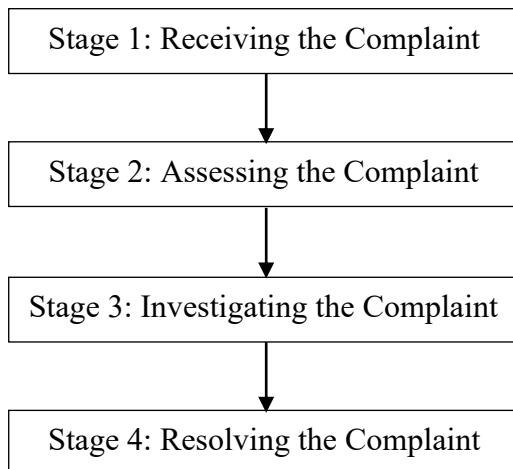
Roles and responsibilities of parties involved in this Plan is shown in Table 1.1 below.

Table 1.1 Relevant Parties for Complaint Management

Relevant Party	Roles and Responsibilities
CEDD / <i>Project Manager</i> (PM) ARUP	The CEDD, as the project proponent, bears the overall responsibility for the project, and has to assure that the CMP is issued and followed by all the relevant parties of the project.
Environmental Team (ET)	The ET is responsible for consulting and reviewing the proposed remedial measures, carrying out additional monitoring and audit, and recording the findings as part of the EM&A process.
Independent Environmental Checker (IEC)	The IEC is responsible for auditing the complaints handling, investigation, reporting process and the effectiveness of mitigation measures implemented by the Contractor.
CREC JV	CRECJV is responsible for setting up and managing the dedicated complaint hotline and email channel. CREC JV has the primary responsibility for implementing the required mitigation measures and ensuring their works comply with all environmental legislation and the EP requirements as well as any additional conditions specified in the works contract. CREC JV is responsible for providing all necessary input / information to the ET as part of the complaint investigation process. CREC JV is also required to implement all mitigation measures, corrective actions or any additional measures required to address relative environmental complaints.

2 COMPLAINT MANAGEMENT PROCESS

Following is the process for complaint handling.



2.1 STAGE 1- RECEIVING THE COMPLAINT

2.1.1 Complaint Hotline

CREC JV establishes a complaint hotline for receiving public comments as shown below which is also available on the project website.

Hotline Number: 9326 1161

All calls will be received and recorded by CREC JV during operation hours. The operative hours of the hotline are from 08:30 to 17:30, Monday to Saturday except public holiday during the construction period. Any missed calls due to the line is busy or the call is received outside the operating hours will be directed to a voicemail system where callers can leave their contact details for CREC JV to return calls. The operation flow chart for the hotline is shown in **Appendix B**.

2.1.2 Email

CREC JV set up an email channel for receiving comments raised by the public. The email address is provided below.

Email Address: general.enquiry@tcw.c5c6.hk

2.1.3 Environmental Complaint Received from EPD

Members of the public may choose to submit complaints on the project to EPD via EPD's general environmental complaint channel. All complaints referred to the ET from EPD will be recorded by CREC JV and a reply will be issued to EPD to confirm receipt of the complaint.

2.1.4 Environmental Complaint Received from Other Channels

Environmental complaints may also be received from other communication channels such as via the Community Liaison Group (CLG) and Professional Liaison Group (PLG), or referred from other sources. For any queries or comments received from CLG / PLG members during CLG / PLG meetings, will be responded in the meetings or in subsequent CLG / PLG meetings. For any other non-written complaints, the complainant will be referred to the dedicated complaint hotline and / or email channel for registering their complaint.

2.1.5 Record Keeping

CREC JV maintains a register and records on all environmental complaints. The register shall be provided to ET and IEC. A unique reference number shall be created to help track the complaint. The reference number shall be created according to the date (yyyy/mm/dd), “10” for the last two digits of this contract number and the complaint case number. An example of the complaint reference number is shown below:

Reference number for complaint received on 10 Nov 2025: 20251110/10/001

The register includes but is not limited to the following:

- Details of the complaint received;
- Details of the complainant (if known);
- Description of the complaint;
- The relevant parties for referring the complaint; and
- Details of the responses and actions required/ taken.

2.2 STAGE 2- ASSESSING THE COMPLAINT

2.2.1 Screening and Referring the Complaint

Once a complaint is received, it must be logged, defined and categorised as soon as possible, before referring to the appropriate party. Table 2.1 lists the relevant parties for referring the complaints and other enquiries or suggestions.

Table 2.1 Guideline for Referring Complaints and other Enquiries or Suggestions

Type		Description	CREC JV to refer cases to
Environmental related	Complaints	Complaint about environmental issues/ compliance of the construction works or site activities (e.g. dust pollution, construction plant emissions, construction noise, effluent discharge, suspended solid, oil and chemical spillage)	CREC JV notify ET, IEC and PM
	Enquires and Suggestions	Enquiries / suggestions about environmental issues of the	PM

	construction works or site activities	
Non-environmental related	Complaints, enquiries and suggestions about the project itself that is not environmental-related.	PM
Project unrelated	Complaint or enquiry not related to the project.	PM

2.2.2 Acknowledging Receipt of the Environmental Complaint

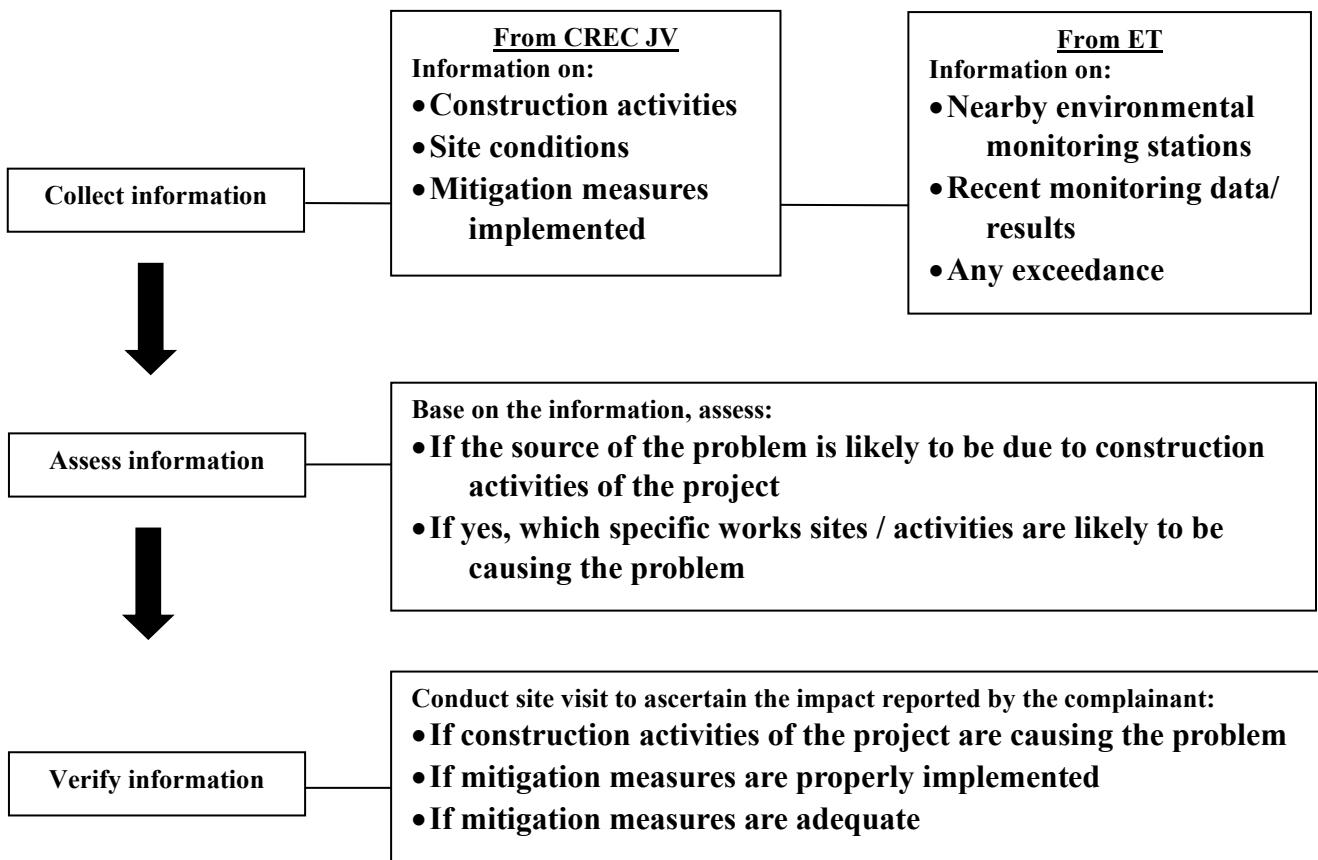
Where a return postal address, fax number and / or email address of the complainant is provided, CREC JV shall issue an interim reply within 3 working days to acknowledge receipt and notify the complainant of the referral of their complaint to other relevant parties where appropriate.

2.3 STAGE 3- INVESTIGATING THE COMPLAINT

As illustrated in Figure 2.1 below, the starting point for complaint investigation is to collect all relevant information. Based on the details of the complaint received, CREC JV should collect the required information from the relevant parties, including details related to the construction activities and site conditions that may have a bearing on the complaint, as well as the mitigation measures currently implemented on site. During the complaint investigation, CREC JV shall provide all necessary information for the completion of investigation report. The ET should also review the relevant environmental monitoring data of nearby monitoring stations to ascertain if there are any associated changes or environmental exceedances that may be linked to the complaint.

Based on the aforementioned information obtained, the ET shall assess whether the source of the problem is likely to be due to the construction activities of the project, and also ascertain which specific works sites and / or activities are the likely causes.

Figure 2.1: Investigation Stage Process Flow Chart



2.4 STAGE 4- RESOLVING THE COMPLAINT

2.4.1 Deciding on the Appropriate Action(s)

Based on the findings of the complaint investigation described in Section 2.3, appropriate action(s), if any, should be recommended by the ET. The relevant action(s) would depend on the findings of the complaint investigation and might include the followings:

- Corrective actions on mitigation measures implemented by CREC JV;
- Recommendations for additional mitigation measures in consultation with the ET, IEC and PM; and
- Additional site visits and environmental monitoring to verify the updated situation and the effectiveness of the additional mitigation measures / corrective actions, if required.

If the mitigation measures are identified as required during in the investigation by the ET, the contractor should promptly carry out the mitigations. PM should ensure that the measures have been carried out by CREC JV.

2.4.2 Preparing the Complaint Investigation Report

For every environmental complaint that is confirmed to be valid and due to the project's activities, the ET shall compile an environmental complaint investigation report containing all the relevant information and responses from the relevant parties and the follow up actions taken.

The key areas to be covered in the environmental complaint investigation report includes but not limited to the followings:

- Description of the complaint such as received channel, date, time, location, complaint circumstances etc.;
- Details of the complainant such as name, contact number, email etc. (if known);
- Details of the information from the contractor and the investigation findings;
- Details of the mitigation measures, additional monitoring and follow up actions where applicable; and
- Recommendations to prevent re-occurrence of similar complaint.

If the complaint is referred from EPD, an interim report on the status of the complaint investigation and follow up actions shall be submitted to EPD by the contractor as per EM&A Manual. The final complaint investigation report shall be certified by the ET and verified by the IEC and send to CEDD for information before submission to EPD. The ET will record the details of the complaint, results of the investigation, subsequent actions taken to address the complaint and updated situation including the effectiveness of the remedial measures, supported by regular and additional monitoring results in the monthly EM&A reports.

3 INDEPENDENT/ EXTERNAL REVIEW

Independent audit of the complaint investigation process and the report will be conducted by the IEC. The IEC will also audit and verify the effectiveness of the existing and any additional mitigation measures implemented to minimize re-occurrence of similar complaints.

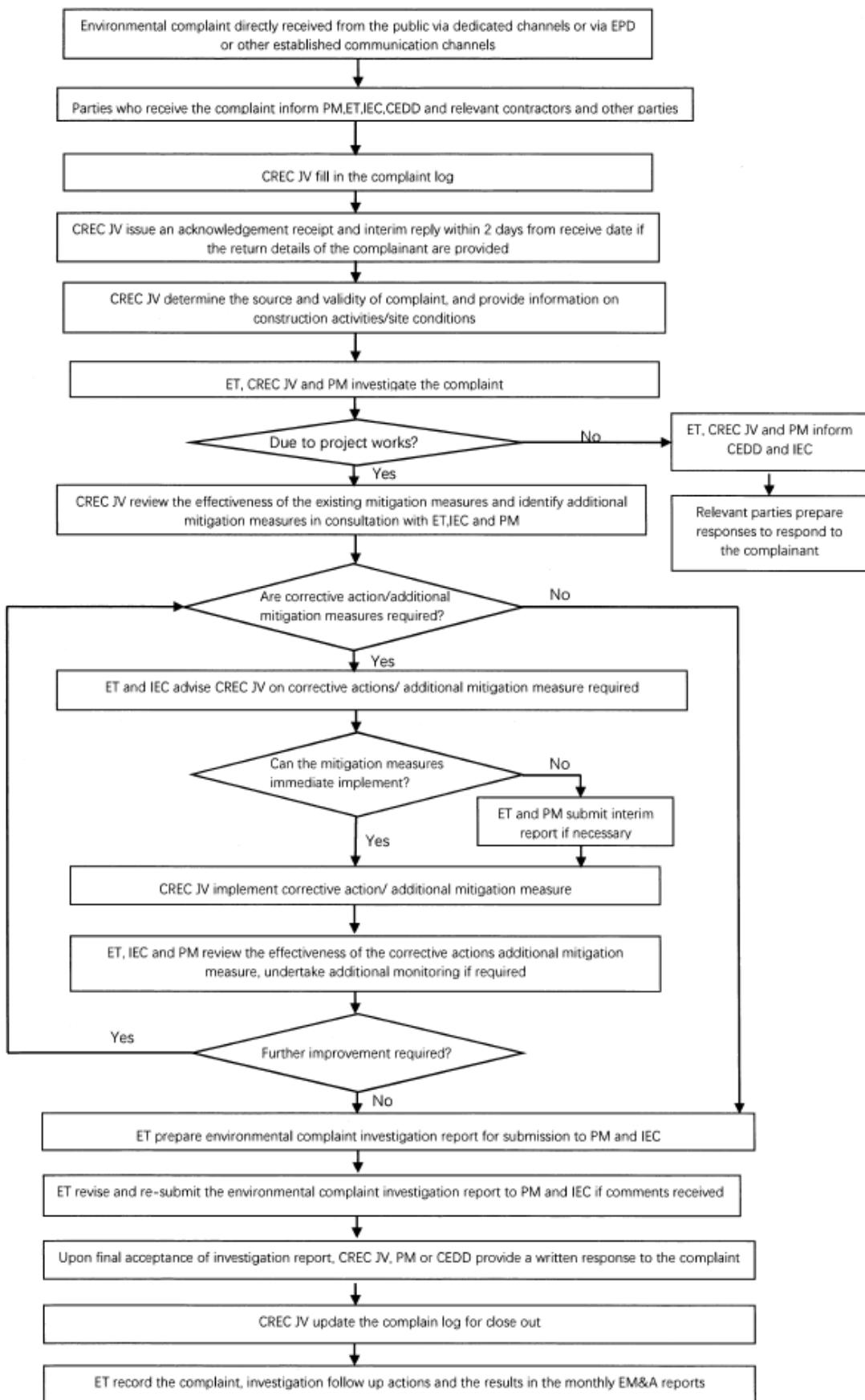
4 CLOSING THE CASE

Upon final acceptance of the environmental complaint investigation report, the PM/CEDD shall provide a written response to the complainant (except in cases where the complaint is referred from EPD), and update the record with details of the complaint investigation, follow up actions and other relevant information of the complaint in the complaint log-book. The time that would take to investigate a complaint depends on the circumstances involved and would be different for each individual case. However, the complainant would be contacted within 3 weeks from the receipt of the complaint and will be provided with an update of the investigation. The complainant would also be given the investigation results when available. For cases where the complaint is referred from EPD, the ET shall provide the final complaint investigation report (certified by the ET and verified by the IEC) to EPD for their reply to the complainant.

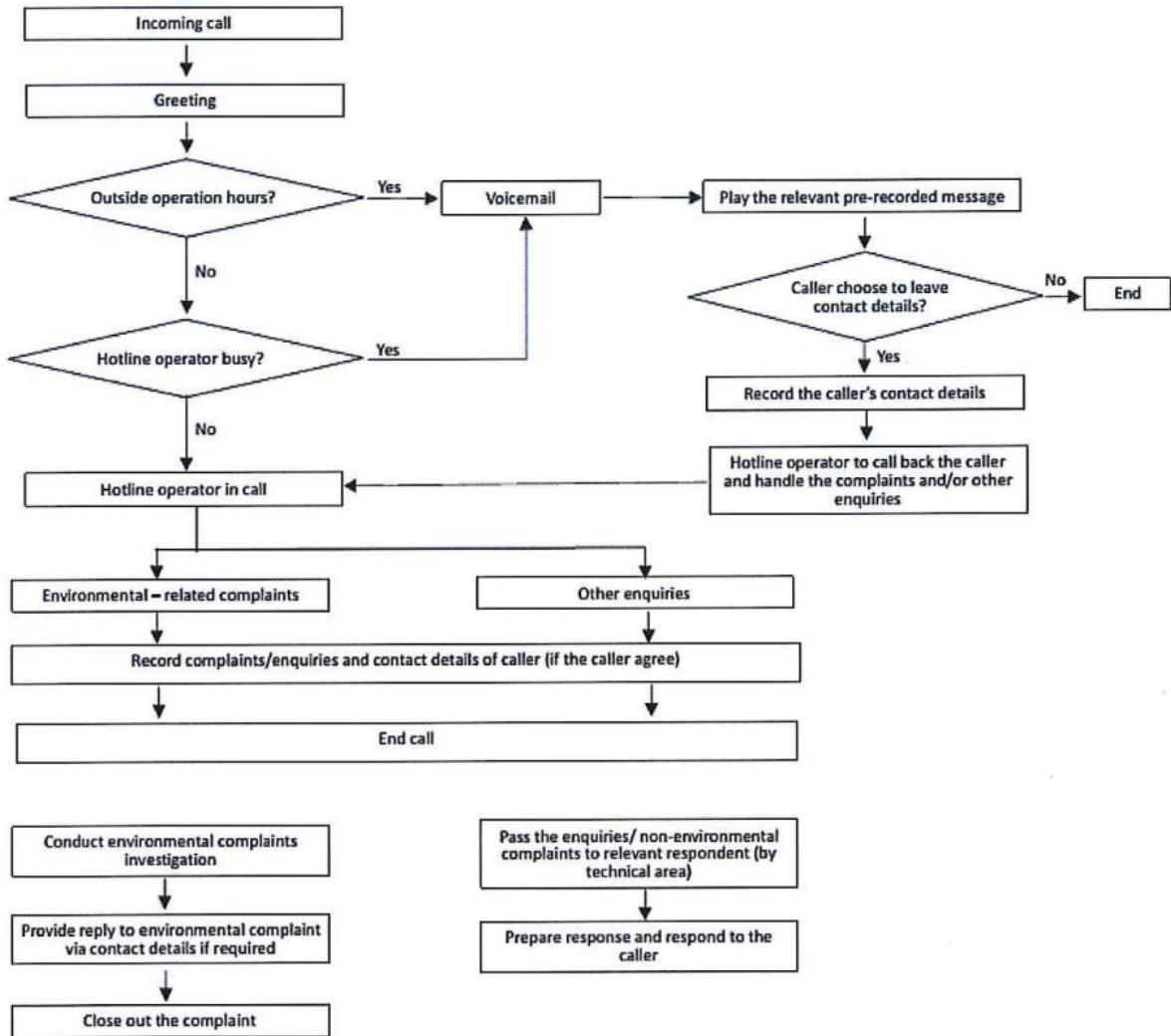
The ET shall also summarizes the status of complaints received, including investigation findings and follow up actions taken, in the monthly EM&A reports, which are subject to review and verification by the IEC.

(END)

Appendix A – Environmental Complaint Handling Flow Chart



Appendix B – Complaint Hotline for the Project – Operation Flow Chart



Attachment IV

Complaint Management Plan for Entrustment Agreement No. ENT/TUE/001

**Construction of Infrastructure Works in the Tung Chung New
Town Extension Area**



Bouygues - Dragages (1201) Joint Venture
布依格 - 寶嘉(1201)聯營

Entrustment Agreement No. ENT/TUE/001 Construction of Infrastructure Works in the Tung Chung New Town Extension Area

PROJECT PLAN

COMPLAINT MANAGEMENT PLAN

(Pursuant to the Environmental Permit No. EP-519/2016)

DOCUMENT REFERENCE NUMBER:

1201EW - BDJ - PLN - 000 - 510 - 000078 - B

Project Code Issuer Code Doc. Type Location Subject/Activity Sequential No. Rev

Prepared by:	BDJV Internal Review and Approval		
	Reviewed and Endorsed by:	Approved by:	
Company	BDJV	BDJV	BDJV
Name	Berlin LEE	Gena TSANG	Clement CHASSET
Position	Environmental Supervisor	Environmental Officer	Project Director
Signature			
Date	30/12/25	31/12/2025	5/1/2026



Bouygues - Dragages (1201) Joint Venture
布依格 - 寶嘉 (1201) 聯營

**Entrustment Agreement No. ENT/TUE/001
Construction of Infrastructure Works in the
Tung Chung New Town Extension Area**

Contents

1	INTRODUCTION.....	2
1.1	SCOPE OF WORKS.....	2
1.2	RESPONSIBILITY	2
2	COMPLAINT MANAGEMENT PROCESS	3
2.1	STAGE 1 – RECEIVING THE COMPLAINT	3
2.1.1	Complaint Hotline	3
2.1.2	Email.....	3
2.1.3	Environmental Complaint Received from EPD	4
2.1.4	Environmental Complaint Received from Other Channels.....	4
2.1.5	Record Keeping	4
2.2	STAGE 2 – ASSESSING THE COMPLAINT	4
2.2.1	Screening and Referring the Complaint.....	4
2.2.2	Acknowledgement Receipt of the Environmental Complaint.....	5
2.3	STAGE 3 – INVESTIGATING THE COMPLAINT	5
2.4	STAGE 4 – RESOLVING THE COMPLAINT	6
2.4.1	Deciding on the Appropriate Action(s)	6
2.4.2	Preparing the Complaint Investigation Report	7
3	INDEPENDENT / EXTERNAL REVIEW	7
4	CLOSING THE CASE	8

Appendix

Appendix A – Environmental Complaint Handling Flow Chart

Appendix B – Dedicated Complaint Hotline for the Project – Operation Flow Chart



Bouygues - Dragages (1201) Joint Venture
布依格 - 寶嘉 (1201) 聯營

**Entrustment Agreement No. ENT/TUE/001
Construction of Infrastructure Works in the
Tung Chung New Town Extension Area**

1 INTRODUCTION

The purpose of this plan prepared by Bouygues – Dragages (1201) Joint Venture (BDJV) is to timely response to complaints if any in accordance with the Condition 2.1 of the Environmental Permit No. EP-519/2016 dated 9 August 2016.

The Complaint Management Plan (CMP) shall include a dedicated complaint hotline and an email channel for timely response to complaints.

1.1 SCOPE OF WORKS

The works to be executed under the Entrusted Works involve the following:

- a) Construction of Road L31 and associated works
- b) Construction of Yu Tung Road footbridge lift

1.2 RESPONSIBILITY

Roles and responsibilities of parties involved in this Plan are shown in Table 1.1 below.

Table 1.1 - Roles and responsibilities of relevant parties

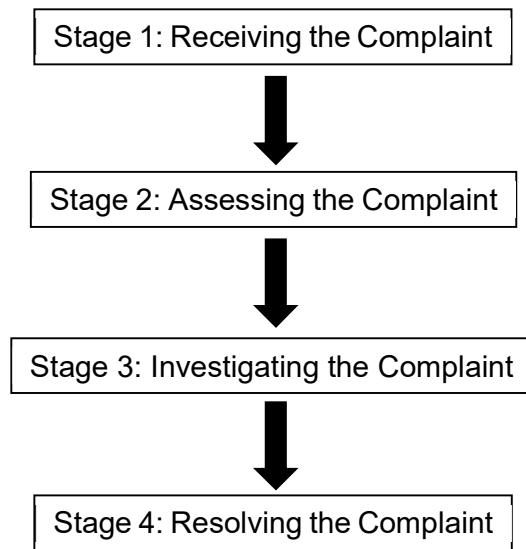
Relevant Party	Roles and Responsibilities
CEDD/MTRC	The CEDD, as the project proponent, bears the overall responsibility for the project, and has to assure that the CMP is issued and followed by all the relevant parties of the project.
Environmental Team (ET)	The ET is responsible for consulting and reviewing the proposed remedial measures, carrying out additional monitoring and audit, and recording the findings as part of the EM&A process.
Independent Environmental Checker (IEC)	The IEC is responsible for auditing the complaints handling, investigation, reporting process and the effectiveness of mitigation measures implemented by the Contractor.
The Contractor / BDJV	The Contractor / BDJV is responsible for setting up and managing the dedicated complaint hotline and email channel. BDJV has the primary responsibility for implementing the required mitigation measures and ensuring their works comply with all environmental legislation and the EP requirements as well as any additional conditions specified in the works contract. BDJV is responsible for implementing all mitigation measures, corrective actions or any additional measures required to address relative environmental complaints.



Bouygues - Dragages (1201) Joint Venture
布依格 - 寶嘉 (1201) 聯營

2 COMPLAINT MANAGEMENT PROCESS

Following is the process for complaint handling:



Details of each of the stages in the handling process are described in the following sections. A detailed environmental complaint handling flow chart is shown in **Appendix A**.

2.1 STAGE 1 – RECEIVING THE COMPLAINT

2.1.1 Complaint Hotline

BDJV to establish a dedicated complaint hotline for receiving public comments as shown below which are also available on the project website.

Dedicated Complaint Hotline Number: 2993 3333

All calls will be received and recorded by BDJV during operation hours. The operating hours of the hotline are from 08:30 to 17:30, Monday to Saturday except public holidays during the construction period. Any missed calls due to the line are busy or the call is received outside the operating hours will be directed to a voicemail system where callers can leave their contact details for BDJV to return calls. The operation flow chart for the hotline is shown in **Appendix B**.

2.1.2 Email

BDJV to set up a dedicated email channel for receiving comments raised by the public. The email address is provided below.

Email Address: newprojects@mtr.com.hk



Bouygues - Dragages (1201) Joint Venture
布依格 - 寶嘉 (1201) 聯營

Entrustment Agreement No. ENT/TUE/001 Construction of Infrastructure Works in the Tung Chung New Town Extension Area

2.1.3 Environmental Complaint Received from EPD

Members of the public may choose to submit complaints on the project to EPD via EPD's general environmental complaint channel. All complaints referred to the ET from EPD will be recorded by BDJV and a reply will be issued to EPD to confirm receipt of the complaint.

2.1.4 Environmental Complaint Received from Other Channels

Environmental complaints may also be received from other communication channels such as via the Community Liaison Group (CLG) and Professional Liaison Group (PLG) or referred from other sources. For any queries or comments received from CLG / PLG members during CLG / PLG meetings, will be responded in the meetings or in subsequent CLG / PLG meetings. For any other non-written complaints, the complainant will be referred to the dedicated complaint hotline and / or email channel for registering their complaint.

2.1.5 Record Keeping

BDJV maintains a register and records on all environmental complaints. The register shall be provided to ET and IEC. A unique reference number shall be created to help track the complaint. The reference number shall be created according to the date (yyyy/mm/dd), "1201" for the last four digits of this contract number and the complaint case number. An example of the complaint reference number is shown below:

Reference number for complaint received on 31 October 2025:
20251031/1201/001

The register includes but is not limited to the following:

- ❖ Details of the complaint received;
- ❖ Details of the complainant (if known);
- ❖ Description of the complaint;
- ❖ The relevant parties for referring the complaint; and
- ❖ Details of the responses and actions required / taken.

2.2 STAGE 2 – ASSESSING THE COMPLAINT

2.2.1 Screening and Referring the Complaint

Once a complaint is received, it must be logged, defined and categorized as soon as possible, before referring to the appropriate party. Table 2.1 lists the relevant parties for referring the complaints and other enquiries or suggestions.

Table 2.1 – Guideline for Referring Complaints and other Enquiries or Suggestions



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**Entrustment Agreement No. ENT/TUE/001
Construction of Infrastructure Works in the
Tung Chung New Town Extension Area**

Type	Description		BDJV to refer cases to
Environmental related	Complaints	Complaint about environmental issues / compliance with the construction works or site activities (e.g. dust pollution, construction plant emissions, construction noise, effluent discharge, suspended solid, oil and chemical spillage)	BDJV notifies ET, IEC, and CEDD/MTRC
	Enquiries and Suggestions	Enquiries / suggestions about environmental issues of the construction works or site activities	CEDD/MTRC
Non-environmental related		Complaints, enquiries and suggestions about the project that are not environmental-related.	CEDD/MTRC
Project non-related		Complaints or enquiries that are not related to the project.	CEDD/MTRC

2.2.2 Acknowledgement Receipt of the Environmental Complaint

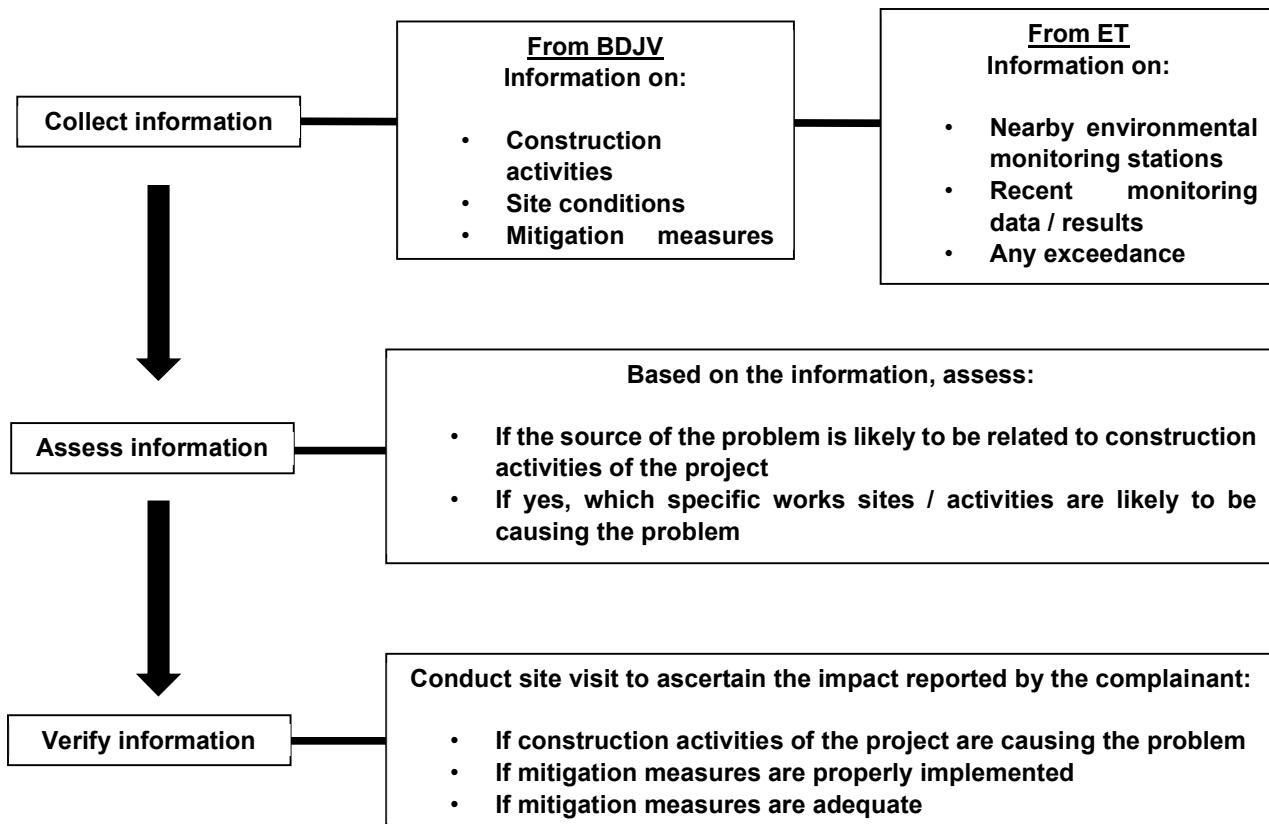
Where a return postal address, fax number / or email address of the complainant is provided, BDJV shall issue an interim reply within 3 working days to acknowledge receipt and notify the complainant of the referral of their complaint to other relevant parties where appropriate.

2.3 STAGE 3 – INVESTIGATING THE COMPLAINT

As illustrated in Figure 2.1 below, the starting point for complaint investigation is to collect all relevant information. Based on the details of the complaint received, BDJV should collect the required information from the relevant parties, including details related to the construction activities and site conditions that may have a bearing on the complaint, as well as the mitigation measures currently implemented on site. During the complaint investigation work, BDJV shall provide all necessary information for the completion of investigation report, and the ET should also review the relevant environmental monitoring data of nearby monitoring stations to ascertain if there are associated changes or environmental exceedances that may be linked to the complaint.

To verify the information obtained and whether the source of the problem is actually due to the construction activities of the project, the ET should conduct site visit with Contractor(s) and actively check for the source of the problem, and whether the relevant mitigation measures have been properly implemented by the Contractor. The ET should also check the effectiveness and adequacy of the existing mitigation measures implemented.

Figure 2.1: Investigation Stage Process Flow Chart



2.4 STAGE 4 – RESOLVING THE COMPLAINT

2.4.1 Deciding on the Appropriate Action(s)

Based on the findings of the complaint investigation described in Section 2.3, appropriate action(s), if any, should be recommended by the ET. The relevant action(s) depends on the findings of the complaint investigation and might include the following:

- ❖ Corrective actions on mitigation measures implemented by BDJV;
- ❖ Recommendations for additional mitigation measures in consultation with the ET, IEC and CEDD; and



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布依格 - 寶嘉 (1201) 聯營

Entrustment Agreement No. ENT/TUE/001 Construction of Infrastructure Works in the Tung Chung New Town Extension Area

- ❖ Additional site visits and environmental monitoring to verify the updated situation and the effectiveness of the additional mitigation measures / corrective actions, if required.

If the mitigation measures are identified as required during the investigation by the ET, BDJV should promptly carry out the mitigations.

2.4.2 Preparing the Complaint Investigation Report

For every environmental complaint that is confirmed to be valid and due to the project's construction activities, the ET shall compile an environmental complaint investigation report containing all the relevant information and response from the relevant parties and the follow-up actions taken.

The key areas to be covered in the environmental complaint investigation report includes but is not limited to the following:

- ❖ Description of the complaint such as received channel, date, time, location, complaint circumstances etc.;
- ❖ Details of the complaint such as name, contact number, email etc. (if known);
- ❖ Details of the information from BDJV and the investigation findings;
- ❖ Details of the mitigation measures, additional monitoring and follow-up actions where applicable; and
- ❖ Recommendations to prevent re-occurrence of similar complaints.

If the complaint is referred from the EPD, an interim report on the status of the complaint investigation and follow up actions shall be submitted to the EPD by BDJV as per EM&A Manual. The final complaint investigation report shall be certified by the ET and verified by the IEC and sent to CEDD for information before submission to EPD. The ET will record the details of the complaint, results of the investigation, subsequent actions taken to address the complaint and updated situation, including the effectiveness of the remedial measures, supported by regular and additional monitoring results in the monthly EM&A reports.

3 INDEPENDENT / EXTERNAL REVIEW

Independent audit of the complaint investigation process and the report will be conducted by the IEC. The IEC will also audit and verify the effectiveness of the existing and any additional mitigation measures implemented to minimize re-occurrence of similar complaints.



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**Entrustment Agreement No. ENT/TUE/001
Construction of Infrastructure Works in the
Tung Chung New Town Extension Area**

4 CLOSING THE CASE

Upon final acceptance of the environmental complaint investigation report, the CEDD/MTRC shall provide a written response to the complainant (except in cases where the complaint is referred from EPD) and update the record with details of the complaint investigation, follow-up actions and other relevant information of the complaint in the complaint logbook. The time taken to investigate a complaint depends on the circumstances involved and would be different for each individual case. However, a reply would be provided within 3 weeks from the receipt of the complaint and will be provided with an update of the investigation. The complainant would also be given the investigation results when available. The Contractor shall provide the correspondence with complainants to MTRC/CEDD for vetting at least 7 days before they are formally issued. For cases where the complaint is referred from EPD, the ET shall provide the final complaint investigation report (certified by the ET and verified by the IEC) to EPD for their reply to the complainant.

The ET shall also summarize the status of complaints received, including investigation findings and follow-up actions taken, in the monthly EM&A reports, which are subject to review and verification by the IEC.

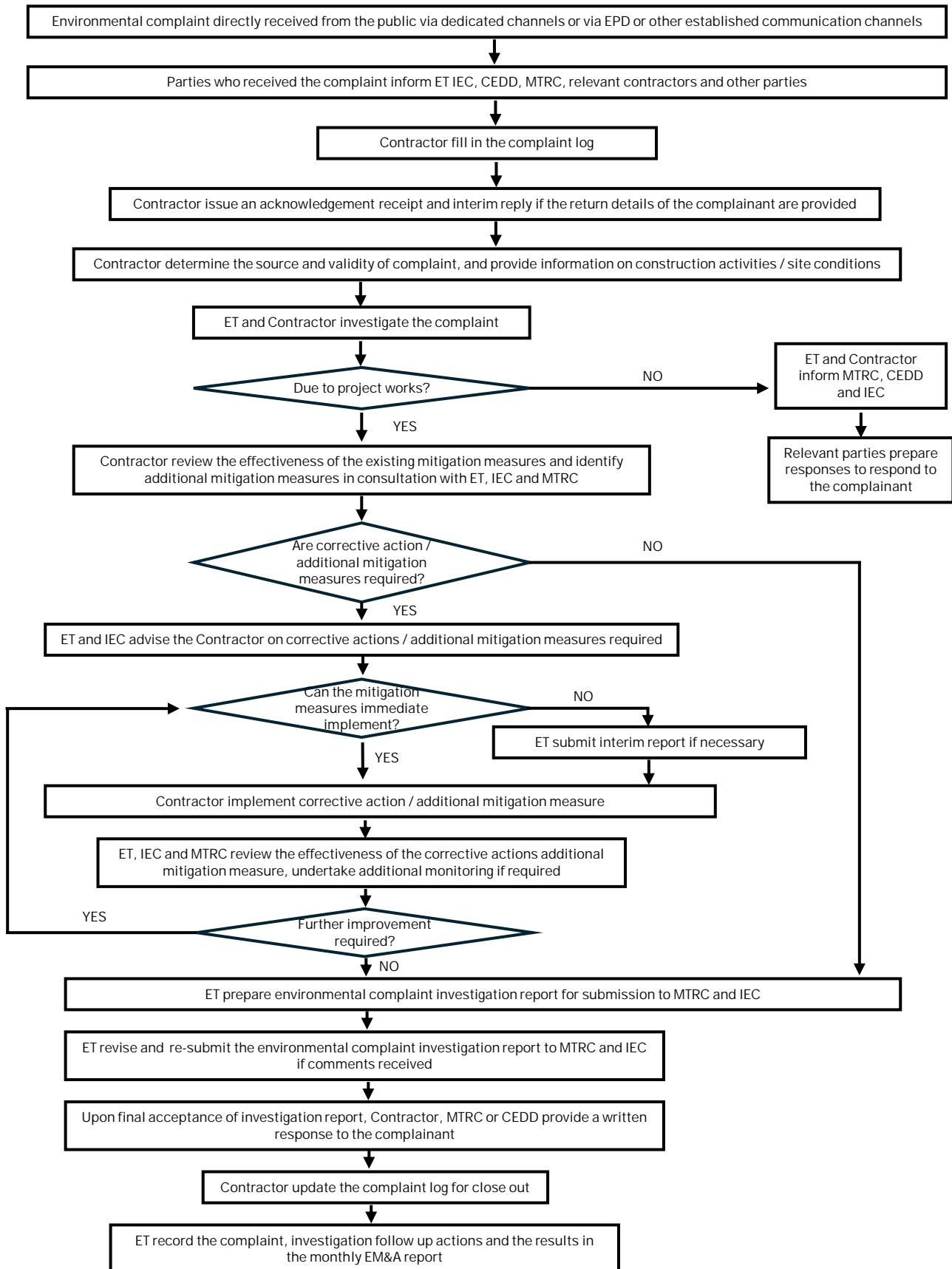
Appendix A

Environmental Complaint Handling Flow Chart

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Environmental Complaint Handling Flow Chart



Appendix B

Dedicated Complaint Hotline for the Project – Operation Flow Chart



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Dedicated Complaint Hotline for the Project – Operation Flow Chart

