

# Appendix K

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Cumulative Statistics on  
Exceedances, Complaints,  
Notifications of Summons and  
Successful Prosecutions

**Table K-1 Environmental Complaints Log**

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
EC043_CKRCT2 021012 5_162	25 January 2021	Contract Complaint Hotline	The Contractor & Engineer	Noise	<p>A resident of Cascades (Annex A) complained about the noise nuisance generated by loading rock debris to the dump trucks at the exit gate at Ho Man Tin Site towards Chung Hau Street. This situation had seriously affected the complainant. The complainant also questioned about the effectiveness of the installation of additional noise barrier.</p> <p>The complainants strongly requested the Contractor to follow up on the case and requested more details of the construction work and the noise mitigation measures that would be undertaken.</p> <p>According to the information provided by the Contractor, due to the site constraint, the mucking out activities have to be carried out near the Chung Hau Street site exit. Moreover, the photo records from the Contractor show that it is unavoidable to maintain the enclosure opened to allow loading of spoil to the dump truck.</p>	Investigation report was finalized on 26 February 2021.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>Based on the information from the main contractor, the daytime activities from 07:00 – 19:00 on 25th January 2021, mainly included mucking out activities, general lifting, earthwork, tunnel activities, construction of spoil basin, in accordance with the requirement set out in Technical Memorandum of Environmental Impact Assessment Ordinance (EIAO-TM).</p> <p>ET conducted construction noise monitoring (Leq (30 min)) at the monitoring location, SKH Tsoi Kung Po Secondary School (M-N3), in January 2021, in accordance with the requirement set out in the EM&amp;A Manual.</p> <p>ET conducted weekly site inspection on 5th January 2021 and 26th January 2021 (With IEC), no particular observation and recommendation was made regarding the construction noise from the inspection team.</p> <p>The following mitigation measures and site arrangement were taken to reduce noise nuisance:</p> <ul style="list-style-type: none"> <li>• Supervision by Resident Site Staff (RSS)</li> </ul>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>of the Project to monitor the site work activities and auditing the noise mitigation measures implemented on site by ET and RSS, such as sequencing the operation of construction plants to minimize noise from construction site;</p> <ul style="list-style-type: none"> <li>• The Contractor had used Quality Powered Mechanical Equipment (QPME) on-site as much as possible (e.g. excavator).</li> <li>• The Contractor was agreed to close the enclosure door after mucking out activities.</li> <li>• The Contractor had erected the Flexible Acoustic Mat at the mucking out area.</li> <li>• The Contractor was agreed to lower the dropping distance of spoil during the mucking out activity to minimize the noise nuisance.</li> </ul> <p>Apart from the above mitigation measures and site arrangement taken or to be taken by the Contractor, the Contractor was reminded that the machines and plant should be well-maintained. The machineries should be shut down while not in used to minimize the noise nuisance.</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					The Contractor was suggested to maintain good relationship with the nearby sensitive receivers/ stakeholders which may be affected by the construction works such as providing better/ more detailed information of the work nature and inform in advance of the noisy works to the nearby residents.	
EC044_ CKRCT2 021020 3_156	3 February 2021	Contract Complaint Hotline	The Contractor & Engineer	Noise	<p>A resident of Grand Waterfront (Annex A) complained about the noise nuisance generated by the waste water treatment plant on Ma Tau Kok Site at night time. This situation had continued for 2 months. The complainant requested the Contractor to turn off the waste water treatment plant at night time.</p> <p>According to the information provided by the Contractor, one waste water treatment plant was used on 3rd February 2021 in accordance with the conditions in the valid Construction Noise Permit (CNP No.: GW-RE1102-20), and the waste water treatment plant was used within the restricted hours (19:00 – 07:00 hours).</p> <p>The following mitigation measures and site arrangement were taken to reduce noise</p>	Investigation report was finalized on 8 March 2021.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>nuisance:</p> <ul style="list-style-type: none"> <li>The Contractor had erected acoustic screen to minimize the noise nuisance.</li> </ul> <p>The Contractor was suggested to maintain good relationship with the nearby sensitive receivers/ stakeholders which may be affected by the construction works such as providing better/ more detailed information of the work nature and inform in advance of the noisy works to the nearby residents.</p> <p>The Main Contractor was reminded to strictly follow and fully comply with the CNP (GW-RE1102-20) conditions and the mitigation measures stipulated in the EM&amp;A Manual when construction activities are operating during the restricted hour.</p>	
EC045_CKRCT2 021021 8_170	18 February 2021	Contract Complaint Hotline	The Contractor & Engineer	Air	Investigation results will be reported in the subsequent Monthly EM&A Report.	Under investigation

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
EC046_CKRCT2 021022 0_171	20 February 2021	Contract Complaint Hotline	The Contractor & Engineer	Noise	<p>The management office of Ultima referred complaint cases of their resident regarding noise nuisance generated from concrete breaking activities around 9:00 a.m. on 17th and 20th February 2021. The complainants requested the Contractor to carry out investigation and to provide appropriate responses for follow-up actions.</p> <p>Based on the information from the main contractor, the daytime activities from 07:00 – 19:00 on 17th and 20th February 2021, mainly included general lifting, earthwork, tunnel activities, erection of site office, site and shaft installation, in accordance with the requirement set out in Technical Memorandum of Environmental Impact Assessment Ordinance (EIAO-TM).</p> <p>According to the investigation by the Contractor, breaking activities and excavation of the concrete surface for tank installation were carried out, and was completed on 20th February 2021.</p>	Investigation report was finalized on 8 March 2021.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>ET conducted construction noise monitoring (Leq (30 min)) at the monitoring location, SKH Tsoi Kung Po Secondary School (M-N3) in February 2021, in accordance with the requirement set out in the EM&amp;A Manual.</p> <p>ET conducted weekly site inspection on 9th February 2021 (With IEC), 16th February 2021 and 23rd February 2021, no particular observation and recommendation was made regarding the construction noise from the inspection team.</p> <p>The following mitigation measures and site arrangement were taken to reduce noise nuisance:</p> <ul style="list-style-type: none"> <li>• Supervision by Resident Site Staff (RSS) of the Project to monitor the site work activities and auditing the noise mitigation measures implemented on site by ET and RSS, such as sequencing the operation of construction plants to minimize noise from construction site;</li> <li>• The Contactor had used less powerful breaker to minimize the noise nuisance;</li> <li>• The Contactor had erected the noise</li> </ul>	



Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>insulation sheet around the ground breaking area;</p> <ul style="list-style-type: none"> <li>The Contractor covered the breaker's head with noise insulation sheet.</li> </ul> <p>Apart from the above mitigation measures and site arrangement taken or to be taken by the main contractor, the main contractor was reminded that the machines and plant should be well-maintained. The machineries should be shut down while not in used to minimize the noise nuisance.</p> <p>The main contractor was suggested to maintain good relationship with the nearby sensitive receivers/ stakeholders which may be affected by the construction works such as providing better/ more detail information of the work nature and inform in advance of the noisy works to the nearby residents.</p>	
EC047_CKRCT2 021022 5_177	25 February 2021	1823	The Contractor & Engineer	Noise	Investigation results will be reported in the subsequent Monthly EM&A Report.	Under investigation

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
EC48_ CKRCT 202102 26_80	26 February 2021	Contract Complaint Hotline	The Contractor & Engineer	Noise	Investigation results will be reported in the subsequent Monthly EM&A Report.	Under investigation

**Table K-2 Cumulative Statistics on Complaints, Notifications of Summons and Successful Prosecutions and Public Engagement Activities**

Reporting Period	Complaints	Notifications of Summons and Prosecutions	Public Engagement Activities
This Month	5	0	0
Cumulative Project-to-Date	48	0	0

**Table K-3 Cumulative Statistics on Monitoring Exceedance**

Monitoring Parameter	Month/Year	No. of Exceedance	
		Action	Limit
1-hour TSP	No. of Exceedance This Month	0	0
	Cumulative Project-to-Date	0	0
24-hour TSP	No. of Exceedance This Month	0	0
	Cumulative Project-to-Date	0	0
Noise (LAeq (30min))	No. of Exceedance This Month	4	0
	Cumulative Project-to-Date	37	0