

# Appendix K

---

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
EC066_CKRCT 20210519_238	19 May 2021	Contract Complaint Hotline	The Contractor & Engineer	Noise	<p>The residents of Celestial Heights complained about the noise nuisance generated from the works of Central Kowloon Route on 4<sup>th</sup>, 7<sup>th</sup>, 17<sup>th</sup> and 19<sup>th</sup> May 2021. As described by the complainants, an intermittent “hammering” noise which suspected to be generated from the Ho Man Tin site from 20:00 to 23:00 hours. This situation seriously affected their sleep and health. They requested the Contractor to review the sequence of works and the ground-borne noise levels immediately.</p> <p>One of the complainants also complained about the noise nuisance generated from the works of the Central Kowloon Route during Sunday daytime on 16<sup>th</sup> May 2021. As claimed by the complainant, the noise nuisance was seriously affected their daily life, he/ she requested the project team to review and follow-up the whole construction cycle. Although the constructions activities are conducted within the legal timeframes, the complainant requested to follow up the issue.</p>	Investigation report was finalized on 9 July 2021.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>According to the information provided by the Contractor, the nighttime construction activities and Powered Mechanical Equipment (PME) involved of 6<sup>th</sup> May 2021 and 18<sup>th</sup> May 2021 were the same as 3<sup>rd</sup> and 16<sup>th</sup> May 2021 respectively. Therefore, the Site Diaries of 6<sup>th</sup> and 18<sup>th</sup> May 2021 will be presented on the incident report.</p> <p>According to the information provided by the Contractor, no construction works were conducted at the ground level. Mucking out, scaling, mapping, lifting and shotcreting were carried out inside the closed shaft enclosure and tunnel during the restricted hours (19:00 – 07:00) on 3<sup>rd</sup> and 6<sup>th</sup> May 2021. All Powered Mechanical Equipment (PME), including excavator, breaker, loader, dump truck, concrete lorry mixer, shotcrete spraying unit, cherry picker and mobile crane were operated inside the closed shaft enclosure in accordance with the conditions in the valid Construction Noise Permit (CNP No.: GW-RE0306-21), and were used within the restricted hours (19:00 – 07:00 hours).</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>According to the information provided by the Contractor, no construction works were conducted at the ground level. Mucking out, scaling, mapping, lifting and shotcreting were carried out inside the closed shaft enclosure and tunnel during the restricted hours (19:00 – 07:00) on 18<sup>th</sup> May 2021. All Powered Mechanical Equipment (PME), including excavator, breaker, loader, min-loader, dump truck, concrete lorry mixer, shotcrete spraying unit, cherry picker and mobile crane were operated inside the closed shaft enclosure in accordance with the conditions in the valid Construction Noise Permit (CNP No.: GW-RE0306-21), and were used within the restricted hours (19:00 – 07:00 hours).</p> <p>According to the information provided by the Contractor, no construction works were conducted at the ground level. Mucking out, scaling, drilling, mapping, ventilation, lifting and dewatering were carried out inside the closed shaft enclosure and tunnel during the restricted hours (07:00 – 23:00) on 16<sup>th</sup> May 2021. All Powered Mechanical Equipment (PME), including excavator, breaker, ventilation</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p data-bbox="1081 285 1701 630">fan, min-loader, cherry picker, crane lorry, jumbo drill, water pump, welding machine, gantry crane and mobile crane were operated inside the closed shaft enclosure in accordance with the conditions in the valid Construction Noise Permit (CNP No.: GW-RE0306-21), and were used within the restricted hours (07:00 – 23:00 hours).</p> <p data-bbox="1081 672 1701 789">The following mitigation measures and site arrangement were taken to reduce noise nuisance:</p> <ul data-bbox="1134 873 1701 1328" style="list-style-type: none"> <li data-bbox="1134 873 1701 1016">• The Contractor agreed to re-sequence the night-time works and stop scaling activities before 22:00 to minimize the noise impact.</li> <li data-bbox="1134 1026 1701 1136">• The Contractor agreed to adopt scratching instead of scaling as practicable as possible.</li> <li data-bbox="1134 1146 1701 1256">• The Contractor agreed to use less powerful breaker to minimize the noise impact.</li> <li data-bbox="1134 1266 1701 1328">• The Contractor had closed acoustic door to minimize the noise impact.</li> </ul> <p data-bbox="1134 1377 1701 1409">The Contractor was suggested to maintain</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>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 Contractor was suggested to carry out noise monitoring at the sensitive receiver while conducting tunneling works if necessary.</p> <p>The Contractor was reminded to take remedial actions to ensure the adverse noise impact transmitted through the structural elements of a buildings does not continue under the CNP (GW-RE0306-21) condition 3.d.6.</p>	
EC068_CKRCT 20210527_243	27 May 2021	Contract Complaint Hotline	The Contractor & Engineer	Air & Noise	A resident of Grand Waterfront (Annex A) complained about noise nuisance on the Sunday morning around 08:00 on 23rd May 2021 and the odour nuisance generated from Ma Tau Kok Site on the morning of 27th May	Investigation report was finalized on 9 July 2021.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>2021. The complainant requested the Contractor to carry out investigation and to provide appropriate responses for follow-up actions.</p> <p>ET conducted weekly site inspection on 11th and 18th May 2021, no particular observation and recommendation was made regarding the odour impact from the inspection team.</p> <p>According to the information provided by the Contractor, only wastewater treatment plant and water pump were conducted at the ground level. No construction activities were carried out inside the shaft during the restricted hours (07:00 – 24:00 hours) on 23rd May 2021. Other Powered Mechanical Equipment (PME), including welding machine and water pump were operated inside working area A and shaft in accordance with the conditions in the valid Construction Noise Permit (CNP No.: GW-RE0415-21), and were used within the restricted hours (07:00 – 24:00 hours).</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>The following mitigation measures and site arrangement were taken to reduce noise nuisance:</p> <ul style="list-style-type: none"> <li>The Contractor had erected movable noise barrier 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 Contractor was suggested to carry out noise monitoring at the sensitive receiver while conducting tunneling works if necessary.</p>	
EC069_CKRCT 20210601_247	29 May 2021	Contract Complaint Hotline	The Contractor & Engineer	Noise	A resident at Reclamation Street complained about the noise nuisance generated from unloading of the rock debris at Yau Ma Tei site in the morning, around 07:30 and 08:15. The complainant suggested the Contractor to rearrange the time schedule of the	Investigation report was finalized on 9 July 2021.



Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>construction works at Yau Ma Tei Site.</p> <p>Based on the information from the Contractor, the daytime activities from 07:00-19:00 on 27th and 29th May 201, mainly included drill and blast excavation, mucking out from tunnel, site and shaft installation and loading activities in accordance with the requirement set out in Technical Memorandum of Environmental Impact Assessment Ordinance (EIAO-TM).</p> <p>Based on the information from the Contractor, the daytime activities from 07:00-19:00 on 1st Jun 2021, mainly included drill and blast excavation, mucking out from tunnel, site and shaft installation and loading activities in accordance with the requirement set out in Technical Memorandum of Environmental Impact Assessment Ordinance (EIAO-TM).</p> <p>ET conducted weekly site inspection at Yau Ma Tei site on 18th May 2021 and 8th Jun 2021, and no particular observation or recommendation was made regarding the noise impact from the inspection team.</p> <p>3.4 According to the information provided</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>by the ET under the Contract No. HY/2014/08 Central Kowloon Route – Yau Ma Tei East, construction noise monitoring (Leq (30 min)) was conducted at the monitoring locations, Hydan Place (W-N18) and Prosperous Garden Block 1 (W-N25A) in May 2021 in accordance with the requirement set out in the EM&amp;A Manual. The noise monitoring results carried out in May 2021 complied with the noise criteria stipulated in EIAO-TM.</p> <p>The following mitigation measures and site arrangement were taken to reduce noise nuisance:</p> <ul style="list-style-type: none"> <li>• The Contractor agreed to rearrange the time schedule of the construction works to minimize noise nuisance.</li> <li>• The Contractor agreed to start mucking out activities at 8:00a.m.</li> <li>• The Contractor agreed to start loading activities at 08:00 a.m.</li> <li>• The workers were reminded to load the materials into dump truck with care to minimize the noise nuisance.</li> <li>• The Contractor had erected the noise barriers to minimize noise nuisance.</li> </ul>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<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> <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>	
EC070_CKRCT 20210723_252	23 June 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	1	0	0
Cumulative Project-to-Date	70	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	1	0
	Cumulative Project-to-Date	58	0