

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
EC160_CKRCT20 230224_616	24 February 2023	The Contractor Hotline	The Contractor & Engineer	Construction Noise	<p>A complaint was received from the resident of Celestial Heights on 24 February 2023 at 00:45 hours about the noise nuisance generated during mid-night and it seriously affected his/her sleep.</p> <p>According to the information provided by the Contractor, clearance works for crushed rock was conducted during the complaint period.</p> <p>Based on the information from the Contractor, the complainant concerned noise nuisance was mucking out inside tunnel area. These activities were confirmed to comply with CNP (GW-RE0121-23). No work was conducted on the ground works area.</p> <p>The Contractor was rearranged the clearance works for crushed rock from nighttime to daytime to minimize the noise impact.</p> <p>Supervision by Resident Site Staff (RSS) of the Project to monitor the site work activities and audit the noise mitigation measures implemented on-site by ET and RSS</p> <p>The Contractor was suggested to maintain</p>	Investigation report was finalized on 5 April 2023.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>good relations with the nearby sensitive receivers/ stakeholders which may be affected by the construction work such as providing better/ more detailed information of the work nature and informing in advance of the noisy works to the nearby residents.</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-RE0121-23) condition 3.d.8.</p> <p>The Contractor was suggested to carry out noise monitoring at the sensitive receiver while conducting tunneling works if necessary.</p>	
EC162_CKRCT0230228_621	28 February 2023	Mobile Message	The Contractor & Engineer	Construction Noise	<p>A complaint was received from the resident of Maidstone Road on 28 February 2023 about the low-frequency breaking sound generated at 21:30 hours at Ho Man Tin site. He/she requested the Contractor to take remedial follow-up action.</p> <p>Based on the information from the Contractor, the excavation works conducted inside the tunnel area on Maidstone Road</p>	Investigation report was finalized on 5 April 2023.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>and Ma Tau Wai Road will be moved away towards To Kwu Wan gradually.</p> <p>Based on the information from the Contractor, the complainant concerned noise nuisance was breaking inside the tunnel area. This activity was confirmed to comply with CNP (GW-RE0121-23). No work was conducted on the ground works area.</p> <p>The Contractor agreed to stop the construction works that may generate noise nuisance before 22:00 hours and rearrange the construction works to an earlier time.</p> <p>Supervision by Resident Site Staff (RSS) of the Project to monitor the site work activities and audit the noise mitigation measures implemented on-site by ET and RSS.</p> <p>The Contractor was suggested to maintain good relations with the nearby sensitive receivers/ stakeholders which may be affected by the construction work such as providing better/ more detailed information of the work nature and informing in advance of the noisy works to the nearby residents.</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<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-RE121-23) condition 3.d.8.</p> <p>The Contractor was suggested to carry out noise monitoring at the sensitive receiver while conducting tunneling works if necessary.</p>	
EC163_CKRCT2 0230312_627	12 March 2023	The Contractor Hotline	The Contractor & Engineer	Construction Noise	<p>A complaint was referred by Kai Tak West (Contract no. HY/2014/07) on 12 March 2023. The complainant complained about noise nuisance generated from material sawing and board nailing by the workers at CKR storage yard in Long Yuet Street at 09:05 hours. He/she requested the Contractor to take follow-up action immediately.</p> <p>Based on the information from the Contractor, general manual housekeeping at the storage yard, such as tidying up and cleaning up the storage area, container, and car park were conducted by the Contractor's frontline team, no PME or PCW was involved during the concerned time.</p>	Investigation report was finalized on 5 April 2023.

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 ET under Contract No. HY/2014/07 Central Kowloon Route – Kai Tak West, construction noise monitoring was conducted at the monitoring locations, Block B of Merit Industrial Centre (E-N21a) and 19 Hing Yan Street (E-N12a) in March 2023 in accordance with the requirement set out in the EM&A Manual. The noise monitoring results carried out in March 2023 complied with the noise impact criteria stipulated in EIAO-TM.</p> <p>The contractor slowed down the concerned work after receiving the complaint and finally finished all the housekeeping work around 09:30 at the same day. Nevertheless, the contractor has reminded the frontline team to work with care, even for the light-duty manual housekeeping work during the restricted hours.</p> <p>The complainant did not have further comments after the contractor explained the case.</p> <p>In addition, Resident Site Staff (RSS) of the Project checked and confirmed the site work activities were stopped at around 9:30 hours.</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<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>	
EC164_CKRCT2 0230321_633)	21 March 2023	The Contractor Hotline	The Contractor & Engineer	Dust	<p>A complaint was received by the Contractor on 17 March 2023 from a Jade Market Shopkeeper. He/she complained about there are gasoline smell and dusty materials generated from the construction site near Shanghai Street under the new flyover. He/she requested the Contractor to take remedial action to minimize the impact.</p> <p>Another complaint was referred by Highway Department on 21 March 2023. Member of Yau Ma Tei Concern for Resident Rights Association received a complaint regarding the dust generation to the Jade Market.</p> <p>The Contractor conducted a site inspection immediately after receiving the complaint and a meeting was conducted to discuss the odour and dust problems.</p>	Investigation report was finalized on 7 April 2023.

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 ET under Contract No. HY/2014/08 Central Kowloon Route – Yau Ma Tei East, construction dust monitoring (1-hr TSP & 24-hr TSP) was conducted at the monitoring locations, Man Cheong Building (W-A6) in March 2023 in accordance with the requirement set out in the EM&A Manual. The noise monitoring results carried out in March 2023 complied with the dust criteria stipulated in EIAO-TM.</p> <p>ET conducted a weekly site inspection on 21 March 2023, no dust impact and gasoline smell were observed by the inspection team.</p> <p>Barriers were set up near the ventilation system to improve the dust impact and gasoline smell.</p> <p>Regular maintenance to the PME was conducted by the Contractor to minimize the gasoline smell and the dust impact.</p> <p>Regular watering to the dusty materials on the surface work area was conducted by the Contractor.</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>Supervision is taken by Resident Site Staff (RSS) of the Project to monitor the site work activities and implementation of the dust mitigation measures is audited on-site by ET and RSS.</p> <p>The Contractor was suggested to maintain good relations with the nearby sensitive receivers/ stakeholders which may be affected by the construction work such as providing better/ more detailed information about the work nature and informing in advance of the works to the nearby residents.</p> <p>The Contractor is reminded to follow the procedures and requirements given in the Air Pollution (Construction Dust) Regulation as well as the mitigation measures as recommended in the EM&A Manual.</p>	

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	2	0	0
Cumulative Project-to-Date	165	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	134	0