

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
EC032_CK RCT20201 004_108	4 October 2020	Contract Complaint Hotline	The Contractor & Engineer	Noise	<p>A resident of Chun Man Court complained about the ground-borne noise generated from the works of Central Kowloon Route around 01:00-03:00 hours. The complainant reminded the Contractor to beware of the noise level.</p> <p>According to the Contractor, only shotcreting was carried out inside both the Westbound and Eastbound tunnels between 01:00-03:00 hours. The Contractor confirmed no drilling work was conducted during the period. Whilst, no construction works were conducted at the ground level. Other Powered Mechanical Equipment (PME), including concrete spraying pump, concrete truck mixer, ventilation fan and water pump, were operated inside the closed shaft enclosure in accordance with the conditions in the valid Construction Noise Permit (CNP No.: GW-RE0533-20), and used only during the restricted hours (19:00 – 07:00 hours).</p> <p>The following mitigation measures and site arrangement were taken to reduce noise nuisance:</p> <ul style="list-style-type: none">• The Contractor would agree to	Investigation reports finalized on 24 November 2020.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>rearrange the site activities at night time to alleviate the disturbance to the resident.</p> <ul style="list-style-type: none"> • The Contractor would agree to use ripper or road header that has lower impact energy to replace hydraulic breaker. • The Contractor would agree to use silent breaker or less powerful breaker to minimize the impact energy. <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> <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</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					-RE0533-20) condition 3.d.6.	
EC034_CK RCT20201 012_115	12 October 2020	Contract Complaint Hotline	The Contractor & Engineer	Noise	<p>A resident of Ho Man Tin Estate complained about the noise nuisance generated from the Ho Man Tin site and this situation had continued for a month. The complainant had previously showed his/ her concern on the construction noise at night time. The complainant requested the Contractor to follow up on the case and provide appropriate responses.</p> <p>According to the Site Diary provided by the Contractor, no construction works carried out on the ground level during the restricted hours (19:00 - 07:00 hours). The only Powered Mechanical Equipment (PME) operated inside the closed shaft enclosure was the Rock drill (i.e. Jumbo) in accordance with the conditions in the valid Construction Noise Permit (CNP No.: GW-RE0817-20) and 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 nuisance:</p> <ul style="list-style-type: none"> • The Contractor had carried out the 	Investigation reports finalized on 8 December 2020.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>ground-borne noise monitoring with DC members Mr. Wong Wing-kit and Ms. Mak Sui-ki after the mitigation measures implemented. The monitoring was conducted on 25th November 2020 from 20:50 - 21:10 hours. The monitoring results fulfilled the Day-time and Night-time Construction Ground-borne Noise Criteria (i.e. 55 dB(A) and 40 dB(A) respectively). The monitoring results are provided in Annex C.</p> <ul style="list-style-type: none"> • The Contractor would agree to rearrange the site activities at night time to alleviate the disturbance to the resident. • The Contractor would agree to use ripper or road header that has lower impact energy to replace hydraulic breaker. • The Contractor would agree to use silent breaker or less powerful breaker to minimize the impact energy. <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</p>	

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					<p>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-RE0817-20) condition 3.d.6.</p>	
EC035_CK RCT20201 012_116	12 October 2020	1823	The Contractor & Engineer	Noise	<p>A resident of Ultima, complained about the noise nuisance and over-time work from 19:00 to 19:30 hours on the Ho Man Tin site. Moreover, the complainant believed the Contractor was against the Noise Control Ordinance on 10th October 2020. The complainant requested the Contractor to follow up on the case and provide appropriate response.</p> <p>An emergency concreting work of the main haul road was carried out on 10th October 2020 around 19:00 hours. The concerned road was the emergency access for Water Supplies Department (WSD) and the Contractor. The site</p>	Investigation reports finalized on 11 December 2020.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>manager duly considered that immediate repair works are needed in case of any emergency situations (i.e. fire, injury of people or break down of lifeline pumps etc.) happened in the WSD reservoir, emergency vehicles (fire engine, ambulance, or emergency maintenance vehicles etc.) are required to access to the site to prevent property in danger or to save the life of any person. Unfortunately, the concrete manufacturer failed to deliver the concrete to the site within the specified time (i.e. before 18:00 hours), resulting in delays in the process.</p> <p>According to the Site Diary provided by the Contractor, only one Concrete lorry mixer was used for emergency repair from 19:00 -19:30 hours. After the repair works completed, no further operation was carried out at the ground level during the restricted hours (19:00 – 07:00) on 10th October 2020. Other Powered Mechanical Equipment (PME), including backhoe, loader, dump truck, were operated inside the closed shaft enclosure in accordance with the conditions in the valid Construction Noise Permit (CNP No.: GW-RE0817-20), and were used within the restricted hours (19:00 –</p>	

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					<p>07:00 hours).</p> <p>The following mitigation measures were taken to reduce noise nuisance:</p> <ul style="list-style-type: none"> • The Contractor will regularly inspect all main access to arrange planned maintenance at time specified within the CNP. • The Contractor has provided training for the on-site workers. <p>The Contractor was reminded to strictly follow and fully comply with the CNP (GW-RE0817-20) conditions and the mitigation measures stipulated in the EM&A Manual when construction activities are operating during the restricted hour.</p> <p>The Contractor was reminded to pay attention to CNP other conditions 3.d.1, 3.d.2 imposed on the use of the PME in carrying out construction works.</p> <p>The Contractor was suggested to maintain good relationship with the nearby sensitive receivers/ stakeholders which may be affected by the</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					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.	
EC036_CK RCT20201 014_118	14 October 2020	1823 & Email	The Contractor & Engineer	Noise	<p>A resident of Mantin Heights complained about the ground-borne noise generated from the works of Central Kowloon Route around 23:00-03:00 hours. This situation had continued for a month and seriously affected the complainant. Meanwhile, the complainant believed the Contractor was against the Noise Control Ordinance and filed formal complaints to the Environmental Protection Department (EPD) and the police department.</p> <p>Mr. Leung of the Management Office (MO) of the Mantin Heights referred two complaint cases of their resident regarding noise nuisance generated from the works of Central Kowloon Route. The residents of Tower 6 and 7 complained about the "hammering" sound which suspected to be generated from Ho Man Tin site around 00:50 hours on 13th October 2020. Moreover, the staff of Management Office (MO) also heard the sound at the 2/F lift lobby</p>	Investigation reports finalized on 8 December 2020.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>of Tower 10 around 00:55 hours.</p> <p>The MO requested the Contractor to follow up on the case and requested for more details of the construction work (i.e. tunnel location, site location, 24-hr working schedule, debris removal/delivery route.) and the noise mitigation measures that would be undertaken.</p> <p>According to the Site Diary provided by the Contractor, no construction works were conducted at the ground level during the restricted hours (19:00 – 07:00) on 12th and 13th October 2020. Other Powered Mechanical Equipment (PME), including backhoe, loader, hydraulic breaker, dump truck, jumbo were operated inside the closed shaft enclosure in accordance with the conditions in the valid Construction Noise Permit (CNP No.: GW-RE0817-20), and were used within the restricted hours (19:00 – 07:00 hours).</p> <p>The following mitigation measures and site arrangement were taken to reduce noise nuisance:</p> <ul style="list-style-type: none"> • The Contractor had carried out the 	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>ground-borne noise monitoring after the mitigation measures implemented. The monitoring was conducted on 11th November 2020 from 21:00-22:20 hours and the results fulfilled the Day-time and Night-time Construction Ground-borne Noise Criteria (i.e. 55 dB(A) and 40 dB(A) respectively).</p> <ul style="list-style-type: none"> • The Contractor would agree to rearrange the site activities at night time to alleviate the disturbance to the resident. • The Contractor would agree to use ripper or road header that has lower impact energy to replace hydraulic breaker. • The Contractor would agree to use silent breaker or less powerful breaker to minimize the impact energy. <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</p>	

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					<p>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-RE0817-20) condition 3.d.6</p>	
EC037_CK RCT20201 102_	2 November 2020	Contract Complaint Hotline	The Contractor & Engineer	Landscape and Visual & Noise	<p>Residents from Cascades complained about the signal noise at 20:30 and serious light pollution generated from spotlights at the Ho Man Tin construction site. The complainant had previously showed his/ her concern on the light pollution. The complainant was not satisfied with the reply from the Contractor and his/ her concern was not addressed. The complainant strongly requested the Contractor to follow up on the case.</p> <p>Based on the information from the Contractor, all spotlights were located inside the enclosed area. The spotlights will be turned off automatically at 21:00 and the acoustic doors will be closed at 19:00.</p> <p>According to the site diary from the Contractor,</p>	Investigation reports finalized on 8 December 2020.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>no construction works were conducted at the ground level.</p> <p>ET conducted weekly site inspection on 3rd November 2020 and 10th November 2020, no particular observation and recommendation was made regarding the landscape and visual and noise impact from the inspection team.</p> <p>The Contractor was reminded that all lighting in the construction site shall be carefully controlled. Spotlights shall be switched off if they are not in use.</p> <p>The light source shall not point directly to any visual sensitive receivers and proper shielding should be provided to minimize light pollution and night-time glare to nearby residents.</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>	

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	37	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	28	0