

## Appendix J

## Cumulative Statistics on Complaints, Notification of Summons and Successful Prosecutions

	Date received	Subject	Status	Total no. received in this month	Total no. received since project commencement
Environmental complaints	27 September 2019  (Referred by the Contractor on 02 October 2019)	<p><b>Environmental Complaint No:</b> EC-013-CKRKTW20191002_01_C021</p> <p><u>Details of Complaint:</u></p> <p>A complaint (reference no.: CASE#2-5765724768) was received by Government Hotline 1823 on 27 September 2019. The complaint was referred by the Contractor on 02 October 2019. The complaint was detailed as follows:</p> <ul style="list-style-type: none"> <li>“路政署地盤，每天都有幾部機在打石屎，好嘈，好滋擾，又近民居學生放學回家跟本不可能安靜做功課，由早嘈到晚，請問貴署有什麼防噪音方法，要求縮短噪音時間。”</li> </ul> <p><u>Details of Investigation and findings:</u></p> <p>Based on the Contractor's information, the construction activities on 27 September 2019 were:</p> <ul style="list-style-type: none"> <li>Welding of tally room roof frame on Access Platform</li> <li>Erection of noise absorption form for tally room on Access Platform</li> <li>Rock Breaking at Access Shaft S5 Layer (around 20m below of the ground)</li> <li>Welding of steel bracket at Access Shaft S5 Layer</li> </ul> <p>According to the EM&amp;A monitoring schedule in September 2019, noise monitoring was conducted at two EM&amp;A station on 25 Sep 2019. Based on the monitoring result, no exceedance of limit level was recorded at both stations.</p> <p>Mitigation measure for the noise nuisance source were implemented by Contractor, such as the acoustic deck has been installed on the Access Shaft Deck, acoustic sheet barrier has been erected around the site boundary and the breaker's head was wrapped by the acoustic material to minimize the noise impact from the breaking activities. The operation of breaking was only conducted inside the access shaft with the acoustic deck, which were mostly enclosed, and around 20m below of the ground.</p> <p>Regular site inspections were conducted by ET on 25 September and 2 October 2019, there were no breaking activity observed on the exposed area at Ma Tau Kok. In addition, acoustic deck was made by the sheet pile and filled in concrete and additional noise absorption panel was installed underneath the deck to enhance the effectiveness of the noise minimization.</p> <p>It is considered that the potential source of noise nuisances from the site was minimized by the proper mitigation measure. However, the mitigation measures should be reviewed daily before commencement of and during construction.</p>	Closed	6	18

	Date received	Subject	Status	Total no. received in this month	Total no. received since project commencement
Environmental complaints	10 October 2019  (Referred by the Contractor on 14 October 2019)	<p><b>Environmental Complaint No:</b> EC-014-CKRKTW20191011_01_C022</p> <p><u>Details of Complaint:</u></p> <p>A complaint (reference no.: CASE#2-5817169068) was received by Government Hotline 1823 on 10 October 2019 at 19:02 and 19:54. The complaint was referred by the Contractor on 14 October 2019. The complaint was detailed as follows:</p> <p>1st Description:</p> <ul style="list-style-type: none"> <li>“中九龍幹線地盤好嘈已經投訴好多次完全冇改善冇跟進，究竟環保處路政署顧問公司做乜架，完全冇跟進由早上 8:00 打石屎打到夜晚 7:00，請問你哋個打石屎時間係由幾點至幾點？係咪可以無止境？民居隔離打全日。”</li> </ul> <p>2nd Description:</p> <ul style="list-style-type: none"> <li>“噪音問題並沒有改善，現在已經六點幾啦，我小朋友完全做唔到功課，住喺樓上好嘈，你哋究竟有冇喺樓上量度聲音同地下量度相差幾遠，顧問公司究竟有冇改善措施，政府部門有冇監管，距離民居咁近可以由朝頭早 8:00 打到夜晚 7:00，你哋有冇理居民感受？”</li> </ul> <p><u>Details of Investigation and findings:</u></p> <p>Based on the Contractor's information, the construction activities from 0700 – 1900 hours according to the requirement set out in the Technical Memorandum of Environmental Impact Assessment Ordinance (EIAO-TM) on 10 October 2019 were:</p> <ul style="list-style-type: none"> <li>• Drilling at Access Shaft S5 Layer (around 20m below of the ground)</li> <li>• Disposal of soil by clampshell excavator to dump truck</li> <li>• Rock Breaking at Access Shaft S5 Layer (around 20m below of the ground)</li> <li>• Welding works at Tally Room</li> </ul> <p>According to the EM&amp;A monitoring schedule in October 2019, noise monitoring was conducted at two EM&amp;A station on 10 October 2019. Based on the monitoring result, no exceedance of limit level was recorded at both stations. According to ET's in-situ observation during the noise monitoring on 10 October 2019, the detectable noise sources mostly came from the traffic noise and noise from the construction site was also faintly heard at both stations even the breaking activity was conducted at the Ma Tau Kok.</p> <p>Mitigation measure for the noise nuisance source were implemented by Contractor, such as the acoustic deck has been installed on the Access Shaft Deck, acoustic sheet barrier has been erected around the site boundary and the breaker's head was wrapped by the acoustic material to minimize the noise impact from the breaking activities. The operation of breaking was only conducted inside the access shaft with the acoustic deck, which were mostly enclosed, and around 20m below of the ground.</p> <p>Regular site inspections were conducted by ET on 9 October 2019, ET and IEC on 16 October 2019,</p>	Closed		

	<b>Date received</b>	<b>Subject</b>	<b>Status</b>	<b>Total no. received in this month</b>	<b>Total no. received since project commencement</b>
		<p>there were no breaking activity on the exposed area and no adverse observation against noise was recorded at Ma Tau Kok. The detectable noise source was coming from the underground breaking activity. Besides, some of mitigation measures for noise were also observed during site inspection.</p> <p>It is considered the potential source of noise nuisances from the site was minimized by the proper mitigation measure. However, the mitigation measures should be reviewed daily before commencement of and during construction.</p>			

	Date received	Subject	Status	Total no. received in this month	Total no. received since project commencement
<p><b>Environmental complaints</b></p>	<p>24 September 2019, 2, 9 &amp; 11 October 2019</p> <p>(Referred by the Contractor on 17 October 2019)</p>	<p><b>Environmental Complaint No:</b> EC-015-CKRKTW20191024_01_C026</p> <p><u>Details of Complaint:</u></p> <p>The complaints (EPD ref: 19-26691, 19-27593, 19-27603, 19-28333, 19-28625 &amp; 19-28661) were received by Environmental Protection Department on 24 September 2019, 2, 9 &amp; 11 October 2019 respectively. The complaint was referred by the Contractor on 17 October 2019. The complaint was detailed as follows:</p> <ul style="list-style-type: none"> <li>- "Complaint of daytime breaking noise and dust from the site of Central Kowloon Route at San Ma Tau Street, Ma Tau Kok, Kowloon."</li> <li>- "Please ensure the work fulfill the relevant environmental legislation and take necessary measures to reduce the nuisance."</li> </ul> <p><u>Details of Investigation and findings:</u></p> <p>Based on the Contractor's information, the construction activities from 0700 – 1900 hours according to the requirement set out in the Technical Memorandum of Environmental Impact Assessment Ordinance (EIAO-TM) on 24 September 2019, 2, 9 &amp; 11 October 2019 were:</p> <p><b>24 September 2019</b></p> <ul style="list-style-type: none"> <li>• Rock breaking at S5 Layer (20m below ground)</li> <li>• Erection of noise absorption form for Tally Room at Access Shaft Deck</li> <li>• Welding of Tally Room frame on AS Deck</li> <li>• Disposal of soil by clampshell excavator on dump truck</li> </ul> <p><b>2 &amp; 9 October 2019</b></p> <ul style="list-style-type: none"> <li>• Rock breaking at S5 Layer (20m below ground)</li> <li>• Welding of Tally Room frame on AS Deck</li> </ul> <p><b>11 October 2019</b></p> <ul style="list-style-type: none"> <li>• Rock breaking at S5 Layer (20m below ground)</li> <li>• Drilling at S5 Layer</li> <li>• Welding works at Tally Room on AS deck</li> <li>• Disposal of soil by clampshell excavator on dump truck</li> </ul> <p>According to the Environmental Monitoring &amp; Audit Schedule in September and October 2019, dust and noise monitoring were conducted by ET on 25, 30 September 2019, 4 and 10 October 2019 respectively, no exceedance of limit level was recorded at both stations. Based on data results for air and noise at the EM&amp;A stations, none of its were recorded over the Action and Limit level.</p> <p>Regular site inspections were conducted by ET on 25 September 2019, 2 and 9 October 2019, there were no breaking activity observed on the exposed area and no adverse observation for dust emission was observed during those site inspections at Ma Tau Kok. However, one observation about the noise was recorded on 2 October 2019 which is the</p>	<p>Closed</p>		

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	<p>breaker's head was observed without proper wrapping with the acoustic absorption material during the breaking activity under the acoustic deck at the Ma Tau Kok Access Shaft and the Contractor has been rectified before the next site inspection once received ET's request.</p> <p>During those site inspections, ET found that the detectable noise source was coming from the underground breaking activity. Whereas, some of mitigation measures for air and noise to minimize the nuisance from the construction to surrounding were also observed during site inspections.</p> <p>According to the Contractor's information, acoustic deck was made by the sheet pile and filled in concrete and additional noise absorption panel was installed underneath the deck to enhance the effectiveness of the noise minimization. The operation of breaking and drilling were only conducted inside the access shaft with the acoustic deck, which were mostly enclosed, and around 20m below of the ground.</p> <p>To further investigate about the complaint, follow up site visit was conducted with ET, IEC, Contractor and ER on 22 Oct 2019. Meanwhile, additional noise measurements were also conducted by ET at 25/F and 45/F at the Grand Waterfront. Based on the observation during the follow up site visit, the detectable noise from the site was coming from the intermittent breaking noise and no dust emission was observed from the construction site. The monitoring results of the noise at the different floors of Grand Waterfront were measured in Leq(30mins) for 69.2 dB(A) at 25/F and 67.0 dB(A) at 45/F respectively. In addition, counter-check noise monitoring was also carried out by IEC at 25/F and 45/F. The results also measured in Leq(30mins) for 69.1 dB(A) at 25/F and 67.1 dB(A) at 45/F. No signification differences between the measured sound level by ET and IEC and both readings were also complied with the noise criteria of 75 dB(A) stipulated in EIAO-TM</p> <p>It is considered that the mitigation measure was implemented properly by the Contractor to minimize the air and noise nuisance to comply with the EIAO-TM, because the data result in air and noise quality on 25, 30 September 2019, 4 and 10 October 2019 were below the Action and Limit Level and additional noise monitoring on 22 Oct 2019 at different floors of Grand Waterfront were also complied with the noise criteria of 75 dB(A) stipulated in EIAO-TM. However, the mitigation measures should be recommended to review daily before commencement of and during construction.</p>			

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Environmental complaints	16 October 2019  (Referred by the Contractor on 18 October 2019)	<p><b>Environmental Complaint No:</b> EC-016-CKRKTW20191018_01_C023</p> <p><u>Details of Complaint:</u></p> <p>A complaint (reference no.: CASE#2-5845465344 &amp; #2-5817169068) was received by Government Hotline 1823 on 16 October 2019 at 17:06 and 17:07. The complaint was referred by the Contractor on 18 October 2019. The complaint was detailed as follows:</p> <p><b>1st Description:</b> - “中九龍幹線地盤七點半就打炮，打到晚上七點，極之煩擾，被噪音弄醒，環保署有冇批准，有咩理由係不夠 50m 民居批准咁高燥音工作咁早和咁長時間影響市民。”</p> <p><b>2nd Description:</b> - “今朝 7:30 已經喺度打石，你哋好似完全冇監管，環保署有冇監管，路政署中九龍幹線地盤離晒譜。”</p> <p><u>Details of Investigation and findings:</u></p> <p>Based on the Contractor's information, the construction activities from 0700 – 1900 hours according to the requirement set out in the Technical Memorandum of Environmental Impact Assessment Ordinance (EIAO-TM) on 16 October 2019 were:</p> <ul style="list-style-type: none"> <li>• Drilling at Access Shaft S5 Layer (around 20m below of the ground)</li> <li>• Rock Breaking at Access Shaft S5 Layer (around 20m below of the ground)</li> </ul> <p>Mitigation measure for the noise nuisance source were implemented by Contractor, such as the acoustic deck has been installed on the Access Shaft Deck, acoustic sheet barrier has been erected around the site boundary, the breaker's head was wrapped by the acoustic material to minimize the noise impact from the breaking activities, Inflatable noise barrier was erected by the Contractor to improve the performance of noise screening and additional noise adsorption canvas was erected on the small opening of the Shaft to improve effectiveness of noise screening. The operation of breaking and drilling were only conducted inside the access shaft with the acoustic deck, which were mostly enclosed, and around 20m below of the ground.</p> <p>According to the Contractor's information, acoustic deck was made by the sheet pile and filled in concrete and additional noise absorption panel was installed underneath the deck to enhance the effectiveness of the noise minimization.</p> <p>According to the EM&amp;A monitoring schedule in October 2019, noise monitoring was conducted at two EM&amp;A stations on 16 October 2019. Based on the monitoring result, no exceedance of limit level was recorded at both stations. According to ET's in-situ observation during the noise monitoring on 16 October 2019, the detectable noise sources mostly came from the traffic noise and noise from the construction site was also faintly heard at both stations even the breaking activity was conducted at the Ma Tau Kok</p> <p>Regular site inspections were conducted by ET and IEC on 16 October 2019, there were no breaking</p>	Closed		

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		<p>activity on the exposed area and no adverse observation against noise was recorded at Ma Tau Kok. The detectable noise source was coming from the underground breaking activity. Besides, some of mitigation measures for noise were also observed during site inspection.</p> <p>To further investigate about the complaint, follow up site visit was conducted with ET, IEC, Contractor and ER on 22 Oct 2019. Meanwhile, additional noise measurements were also conducted by ET at 25/F and 45/F at the Grand Waterfront. Based on the observation during the follow up site visit, the detectable noise from the site was coming from the intermittent breaking noise and no dust emission was observed from the construction site. The monitoring results of the noise at the different floors of Grand Waterfront were measured in Leq(30mins) for 69.2 dB(A) at 25/F and 67.0 dB(A) at 45/F respectively. In addition, counter-check noise monitoring was also carried out by IEC at 25/F and 45/F. The results also measured in Leq(30mins) for 69.1 dB(A) at 25/F and 67.1 dB(A) at 45/F. No signification differences between the measured sound level by ET and IEC and both readings were also complied with the noise criteria of 75 dB(A) stipulated in EIAO-TM</p> <p>It is considered that the mitigation measure was implemented properly by the Contractor to minimize the noise nuisance to comply with noise criteria of the EIAO-TM, because the data result of noise on 16 October 2019 and additional noise monitoring on 22 Oct 2019 at different floors of Grand Waterfront were also complied with the noise criteria of 75 dB(A) stipulated in EIAO-TM. However, the mitigation measures should be recommended to review daily before commencement of and during construction.</p>			
<p><b>Environmental complaints</b></p>	<p>18 October 2019</p> <p>(Referred by the Contractor on 21 October 2019)</p>	<p><b>Environmental Complaint No:</b> EC-017-CKRKTW20191018_02_C024</p> <p><u>Details of Complaint:</u></p> <p>A complaint (reference no.: CASE#2-5852531919) was received by Government Hotline 1823 on 18 October 2019 at 16:16. The complaint was referred by the Contractor on 21 October 2019. The complaint was detailed as follows:</p> <p>- “中九龍幹線地盤每日早上未夠 7:30 就打石，噪音問題嚴重影響居民，政府怎監管工程，路政署、環保署、顧問公司任由承建商，趕工不是理由。”</p> <p><u>Details of Investigation and findings:</u></p> <p>Based on the Contractor’s information, the construction activities from 0700 – 1900 hours according to the requirement set out in the Technical Memorandum of Environmental Impact Assessment Ordinance (EIAO-TM) on 18 October 2019 were:</p> <ul style="list-style-type: none"> <li>• Drilling at Access Shaft S5 Layer (around 20m below of the ground)</li> <li>• Rock Breaking at Access Shaft S5 Layer (around 20m below of the ground)</li> </ul> <p>Mitigation measure for the noise nuisance source were implemented by Contractor, such as the acoustic deck has been installed on the Access Shaft Deck, acoustic sheet barrier has been erected around the site boundary, the breaker’s head was wrapped by the acoustic material to minimize the</p>	<p>Closed</p>		

Date received	Subject	Status	Total no. received in this month	Total no. received since project commencement
	<p>noise impact from the breaking activities, Inflatable noise barrier was erected by the Contractor to improve the performance of noise screening and additional noise adsorption canvas was erected on the small opening of the Shaft to improve effectiveness of noise screening. The operation of breaking and drilling were only conducted inside the access shaft with the acoustic deck, which were mostly enclosed, and around 20m below of the ground.</p> <p>According to the Contractor’s information, acoustic deck was made by the sheet pile and filled in concrete and additional noise absorption panel was installed underneath the deck to enhance the effectiveness of the noise minimization.</p> <p>According to the EM&amp;A monitoring schedule in October 2019, noise monitoring was conducted at two EM&amp;A stations on 16 and 22 October 2019. Based on the monitoring result, no exceedance of limit level was recorded at both stations. According to ET’s in-situ observation during the noise monitoring on 16 and 22 October 2019, the detectable noise sources mostly came from the fixed plant noise sources from nearby facilities, traffic noise and noise from the Kowloon Bay work area was also intermittently heard at E-N12a. However, no significant noise was heard from Ma Tau Kok even conducted the breaking activity during the noise monitoring.</p> <p>Regular site inspections were conducted by ET and IEC on 16 October 2019 and ET on 23 October 2019, there were no breaking activity on the exposed area and no adverse observation against noise was recorded at Ma Tau Kok. The detectable noise source was coming from the underground breaking activity. Besides, some of mitigation measures for noise were also observed during site inspection.</p> <p>To further investigate about the complaint, follow up site visit was conducted with ET, IEC, Contractor and ER on 22 Oct 2019. Meanwhile, additional noise measurements were also conducted by ET at 25/F and 45/F at the Grand Waterfront. Based on the observation during the follow up site visit, the detectable noise from the site was coming from the intermittent breaking noise and no dust emission was observed from the construction site. The monitoring results of the noise at the different floors of Grand Waterfront were measured in Leq(30mins) for 69.2 dB(A) at 25/F and 67.0 dB(A) at 45/F respectively. In addition, counter-check noise monitoring was also carried out by IEC at 25/F and 45/F. The results also measured in Leq(30mins) for 69.1 dB(A) at 25/F and 67.1 dB(A) at 45/F. No significant differences between the measured sound level by ET and IEC and both readings were also complied with the noise criteria of 75 dB(A) stipulated in EIAO-TM</p> <p>It is considered that the mitigation measure was implemented properly by the Contractor to minimize the noise nuisance to comply with noise criteria of the EIAO-TM, because the data result of noise at the EM&amp;A stations on 16 and 22 October 2019 and additional noise monitoring on 22 Oct 2019 at different floors of Grand Waterfront were also complied with the noise criteria of 75 dB(A)</p>			

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		stipulated in EIAO-TM. However, the mitigation measures should be recommended to review daily before commencement of and during construction.			
<b>Environmental complaints</b>	21 October 2019  (Referred by the Contractor on 24 October 2019)	<p><b>Environmental Complaint No:</b> EC-018-CKRKTW20191024_01_C025</p> <p><u>Details of Complaint:</u></p> <p>A complaint (reference no.: CASE#2-5880046345) was received by Government Hotline 1823 on 21 October 2019 at 12:28. The complaint was referred by the Contractor on 24 October 2019. The complaint was detailed as follows:</p> <p>“本人是翔龍灣居民，深受中九龍幹線噪音滋擾。近這兩星期金門建築有限公司於九龍城碼頭進行打石工程，由早上未夠 7:30 開始，直到晚上 6:30。本人經過多番投訴 1823 噪音問題完全沒有改善。本人亦告訴地面和樓上噪音相差很遠。於上週未承建商加了隔音屏障，但是這是做給居民睇，今早屏障還放在一邊。本人想問當局：</p> <ol style="list-style-type: none"> <li>1. 於早上 7:30 進行高噪音工程前，有沒有知會附近居民？</li> <li>2. 進行工程前有沒有進行風險評估，有沒有環評報告？</li> <li>3. 顧問公程工司，當局甚麼角色，有甚麼理由准許距離民居只得 50m，於大清早進行高噪音工程？</li> <li>4. 本人投訴兩週，看不到有甚麼改善措施(除兩日前的隔音屏)？</li> <li>5. 本人從未看見顧問公司人員於 7:30 監管工程？</li> <li>6. 是不是工程大曬，不用理會居民？</li> <li>7. 噪音測試有沒有於高層進行，和地面數值相差多少？</li> <li>8. 未有解決措施前，請立即暫停高噪音工種”</li> </ol> <p><u>Details of Investigation and findings:</u></p> <p>Based on the Contractor's information, the construction activities from 0700 – 1900 hours according to the requirement set out in the Technical Memorandum of Environmental Impact Assessment Ordinance (EIAO-TM) on 21 October 2019 were:</p> <ul style="list-style-type: none"> <li>• Drilling at Access Shaft S5 Layer (around 20m below of the ground)</li> <li>• Rock Breaking at Access Shaft S5 Layer (around 20m below of the ground)</li> </ul> <p>Mitigation measure for the noise nuisance source were implemented by Contractor, such as the acoustic deck has been installed on the Access Shaft Deck, acoustic sheet barrier has been erected around the site boundary, the breaker's head was wrapped by the acoustic material to minimize the noise impact from the breaking activities, Inflatable noise barrier was erected by the Contractor to improve the performance of noise screening and additional noise adsorption canvas was erected on the small opening of the Shaft to improve effectiveness of noise screening. The operation of breaking and drilling were only conducted inside the access shaft with the acoustic deck, which were mostly enclosed, and around 20m below of the ground.</p>	Closed		

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		<p>According to the Contractor’s information, acoustic deck was made by the sheet pile and filled in concrete and additional noise absorption panel was installed underneath the deck to enhance the effectiveness of the noise minimization.</p> <p>According to the EM&amp;A monitoring schedule in October 2019, noise monitoring was conducted at two EM&amp;A stations on 22 October 2019. Based on the monitoring result, no exceedance of limit level was recorded at both stations. According to ET’s in-situ observation during the noise monitoring on 22 October 2019, the detectable noise sources mostly came from the fixed plant noise sources from nearby facilities, traffic noise and noise from the Kowloon Bay work area was also intermittently heard at E-N12a. However, no significant noise was heard from Ma Tau Kok even conducted the breaking activity during the noise monitoring.</p> <p>Regular site inspections were conducted by ET on 23 October 2019, there were no breaking activity on the exposed area and no adverse observation against noise was recorded at Ma Tau Kok. The detectable noise source was coming from the underground breaking activity. Besides, some of mitigation measures for noise were also observed during site inspection.</p> <p>To further investigate about the complaint, follow up site visit was conducted with ET, IEC, Contractor and ER on 22 Oct 2019. Meanwhile, additional noise measurements were also conducted by ET at 25/F and 45/F at the Grand Waterfront. Based on the observation during the follow up site visit, the detectable noise from the site was coming from the intermittent breaking noise and no dust emission was observed from the construction site. The monitoring results of the noise at the different floors of Grand Waterfront were measured in Leq(30mins) for 69.2 dB(A) at 25/F and 67.0 dB(A) at 45/F respectively. In addition, counter-check noise monitoring was also carried out by IEC at 25/F and 45/F. The results also measured in Leq(30mins) for 69.1 dB(A) at 25/F and 67.1 dB(A) at 45/F. No signification differences between the measured sound level by ET and IEC and both readings were also complied with the noise criteria of 75 dB(A) stipulated in EIAO-TM</p> <p>It is considered that the mitigation measure was implemented properly by the Contractor to minimize the noise nuisance to comply with noise criteria of the EIAO-TM, because the data result of noise at the EM&amp;A stations on 22 October 2019 and additional noise monitoring on 22 Oct 2019 at different floors of Grand Waterfront were also complied with the noise criteria of 75 dB(A) stipulated in EIAO-TM. However, the mitigation measures should be recommended to review daily before commencement of and during construction.</p>			
<b>Notification of summons</b>	--	--	--	0	0
<b>Successful prosecutions</b>	--	--	--	0	0