

# 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
EC019_CK RCT20200 703_063	3 July 2020	Contract Complaint Hotline	The Contractor & Engineer	Noise	<p>A resident of Ultima, complained about the machine noise nuisance from the Ho Man Tin site and enquired for the cause of construction activity after 19:00 hours. The complainant requested the main contractor to follow up on the case and provide appropriate response.</p> <p>There was a thunderstorm warning issued by the Hong Kong Observatory in the evening of 3rd July 2020 and according to the main contractor, a machine operator observed that there was potential danger of an exposed slope causing hazard of sliding mud to the work area during the thunderstorm. He decided to carry out an emergency slope repair work by using an excavator for stabilization. The slope repair work was carried out immediately. After the repair works completed, no further operation was carried out on 3rd July 2020.</p> <p>According to the site diary provided by the contractor, the contractor was operating the Powered Mechanical Equipment (PME) including rock drill, hydraulic breaker, backhoe, aerial working platform etc. in accordance with the</p>	Investigation reports finalized on 18 August 2020.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>conditions in the valid Construction Noise Permit (CNP) No.: GW-RE0533-20 imposed on the use of PME, and inside the underground tunnel only during the restricted hours (19:00 – 07:00 hours).</p> <p>The contractor had assigned a nightshift engineer to ensure the nightwork activities were carried out in accordance with the conditions stipulated in the CNP.</p> <p>According to the contractor, the Public Relation (PR) officer responded and explained to the complainant over the phone on the same day of the incident and had not received any further complaint afterwards.</p>	
EC025_CK RCT20200 809_076	9 August 2020	Contract Complaint Hotline	The Contractor & Engineer	Landscape and Visual	<p>A complained about light pollution generated from spotlights at the Ho Man Tin construction site. The contractor believed that the complainant had previously reported his/ her complaint regarding the light pollution. Complainant strongly requested the main contractor to follow up on the case and switch off the spotlights immediately.</p> <p>Based on the information from the main contractor, all spotlights were located near Chung</p>	Investigation report was finalized on 31 August 2020.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>Hau Street. All spotlights were switched off immediately after receiving the complaint to minimize the nuisance from the spotlights to the nearby sensitive receivers.</p> <p>ET conducted weekly site inspection on 4th August 2020 and 11th August 2020, no particular observation and recommendation was made regarding the landscape and visual impact from the inspection team.</p> <p>The main 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>	
EC026_CK RCT20200 814_078	14 August 2020	Contract Complaint Hotline	The Contractor & Engineer	Noise	<p>The management office of Ultima referred a complaint case of their resident regarding noise nuisance generated from reverse signal alarm of vehicles around 7:40am on 13th August 2020.</p> <p>Resident of Ultima complained about the noise</p>	Investigation report was finalized on 31 August 2020.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>nuisance generated from at Ho Man Tin construction site before 08:00 on 14th August 2020.</p> <p>The complainants showed his/ her concern on the construction works starting time. The complainants requested the main contractor to follow up on the case and provided appropriate responses.</p> <p>Based on the information from the main contractor, the daytime activities from 07:00 – 19:00 on 13th &amp; 14th August 2020, mainly included general lifting, earthwork, tunnel activities, installation of gantry crane, construction of spoil basin and noise enclosure, 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 August 2020, in accordance with the requirement set out in the EM&amp;A Manual. The noise monitoring result carried out in August 2020 complied with the</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>noise criteria stipulated in EIAO-TM</p> <p>ET conducted weekly site inspection on 11th August 2020 and 17th August 2020, 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>• Construction of noise enclosure was undergoing and expected to be completed in Q3 of 2020 at soonest to minimize the noise nuisance to the public;</li> <li>• The noise barrier was erected near the stockpile area to minimize the noise nuisance.</li> </ul> <p>Apart from the above mitigation measures and site arrangement taken or to be taken by the main</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>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>	
EC027_CK RCT20200 825_083	25 August 2020	Letter	The Contractor & Engineer	Noise	<p>The management office of Ultima referred a complaint case of their resident regarding noise nuisance generated from heavy equipment and reverse signal alarm of vehicles around 7:40 on 13th August 2020.</p> <p>The complainant showed his/ her concern on the construction works starting time. The complainants requested the main contractor to follow up on the case and provided appropriate responses.</p> <p>Based on the information from the main</p>	Investigation report was finalized on 2 September 2020.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>contractor, the daytime activities from 07:00 – 19:00 on 13th August 2020, mainly included general lifting, earthwork, tunnel activities, installation of gantry crane, construction of spoil basin and noise enclosure, 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 August 2020, in accordance with the requirement set out in the EM&amp;A Manual. The noise monitoring result carried out in August 2020 complied with the noise criteria stipulated in EIAO-TM.</p> <p>ET conducted weekly site inspection on 11th August 2020 and 17th August 2020, 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</p>	



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>• 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>• Construction of noise enclosure was undergoing and expected to be completed in Q3 of 2020 at soonest to minimize the noise nuisance to the public;</li> <li>• The noise barrier was erected near the stockpile area to minimize the noise nuisance.</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 recommended to plan the routes of the trucks carefully to minimize the chances and noise nuisance from reverse driving.</p> <p>The main contractor was suggested to maintain good relationship with the nearby sensitive</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					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.	

**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	3	0	0
Cumulative Project-to-Date	27	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	2	0
	Cumulative Project-to-Date	20	0