

# 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
EC096_CKRCT20 211204_357	4 December 2021	Contract Complaint Hotline	The Contractor & Engineer	Noise	<p>The complainant of no.107 Kau Pui Lung Road complained about the ground-borne noise nuisance generated from the Ho Man Tin site. The complainant heard “hammering” noise around 8:00 to 23:00 hours on 4 December 2021. He/she requested the Contractor to carry out the investigation and provide appropriate responses for follow-up actions.</p> <p>Based on the information from the Contractor, the daytime activities from 07:00 – 19:00 on 4 December 2021, mainly included drill and blast, scaling, mapping, mucking out, chemical grouting, and shotcreting in accordance with the requirement set out in Technical Memorandum of Environmental Impact Assessment Ordinance (EIAO-TM).</p> <p>According to the information provided by the Contractor, the construction activities from 19:00 to 07:00 hours on 4 December 2021, mainly included:</p> <p><u>Ground level</u></p> <ul style="list-style-type: none"> <li>➤ No construction activities</li> </ul> <p><u>Inside the closed shaft enclosure</u></p> <ul style="list-style-type: none"> <li>➤ Mucking out,</li> <li>➤ Drilling,</li> <li>➤ Shotcerting,</li> </ul>	Investigation report was finalized on 8 Feb 2022

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<ul style="list-style-type: none"> <li>➤ Breaking,</li> <li>➤ Mapping,</li> <li>➤ Lifting.</li> </ul> <p>ET conducted weekly site inspection on 31 December 2021, no particular observation and recommendation was made regarding the noise impact from the inspection team.</p> <p>The Contractor will try to stop the breaking work immediately after receiving the complaint case and keep continuous communication with the complainant about the breaking works at night. The Contractor had covered the tunnel with the acoustic cover to minimize the noise nuisance.</p> <p>The Contractor had used the less powerful breaker to minimize the noise nuisance.</p> <p>The Contractor agreed to arrange an engineer to station onsite at all times to ensure the tunneling works would not induce unnecessary disturbance to the NSRs.</p> <p>The Contractor has assessed the extent of noise impact to NSRs regularly. The ground-borne noise measurement was carried out on 10 December 2021 during evening period, i.e. 22:42-22:52. Noise level of 40.2 dB (A) was</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>recorded during measurement.</p> <p>The Contractor agreed to avoid breaking directly facing to the NSRs.</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> <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-RE0903-21) condition 3.d.9.</p>	
EC097_CKRCT20 211205_358	5 December 2021	Contract Complaint Hotline	The Contractor & Engineer	Noise	The complainant of Chung Man House complained about the ground-borne noise nuisance generated from the Ho Man Tin site around 2:30 to 3:00 hours on 5 December 2021. He/she requested the Contractor to carry out the investigation and provide appropriate	Investigation report was finalized on 8 Feb 2022

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>responses for follow-up actions.</p> <p>According to the information provided by the Contractor, the construction activities from 23:00 to 07:00 hours on 5 December 2021, mainly included:</p> <p><u>Ground level</u></p> <ul style="list-style-type: none"> <li>➤ No construction activities.</li> </ul> <p><u>Inside the closed shaft enclosure</u></p> <ul style="list-style-type: none"> <li>➤ Mucking out,</li> <li>➤ Lifting.</li> </ul> <p>The Contractor will try to stop the breaking work immediately after receiving the complaint case and keep continuous communication with the complainant about the breaking works at night.</p> <p>The Contractor had covered the tunnel with the acoustic cover to minimize the noise nuisance.</p> <p>The Contractor had used the less powerful breaker to minimize the noise nuisance.</p> <p>The Contractor agreed to arrange an engineer to station onsite at all times to ensure the tunneling works would not induce unnecessary disturbance to the NSRs.</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>The Contractor has assessed the extent of noise impact to NSRs regularly. The ground-borne noise measurement was carried out on 10 December 2021 during evening period, i.e. 22:42-22:52. Noise level of 40.2 dB (A) was recorded during measurement.</p> <p>The Contractor agreed to avoid breaking directly facing to the NSRs.</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> <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-RE0903-21) condition 3.d.9.</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
EC098_CKRCT20 211229_361	29 December 2021	Contract Complaint Hotline	The Contractor & Engineer	Noise	<p>The complainant of Grand Waterfort complained about the ground-borne noise nuisance generated from the Ma Tau Kok site on 29 December 2021 during night time. He/she requested the Contractor to carry out the investigation and provide appropriate responses for follow-up actions.</p> <p>According to the information provided by the Contractor, the construction activities from 19:00 to 07:00 hours on 29th December 2021, mainly included:</p> <p><u>Ground level</u></p> <ul style="list-style-type: none"> <li>➤ No construction activities.</li> </ul> <p><u>Inside the closed shaft enclosure</u></p> <ul style="list-style-type: none"> <li>➤ Drilling,</li> <li>➤ Mucking out,</li> <li>➤ Breaking,</li> <li>➤ Mapping,</li> <li>➤ Shotcreting,</li> <li>➤ Lifting.</li> </ul> <p>The Contractor will try to stop the breaking work immediately after receiving the complaint case and keep continuous communication with the complainant about the breaking works at night.</p> <p>The Contractor had covered the tunnel with</p>	Investigation report was finalized on 8 Feb 2022

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>the acoustic cover to minimize the noise nuisance.</p> <p>The Contractor had used the less powerful breaker to minimize the noise nuisance.</p> <p>The Contractor agreed to arrange an engineer to station onsite at all times to ensure the tunneling works would not induce unnecessary disturbance to the NSRs.</p> <p>The Contractor has assessed the extent of noise impact to NSRs regularly. The ground-borne noise measurement was carried out on 27 January 2022 during evening period, i.e.00:38-00:48. Noise level of 28.7 dB (A) was recorded during measurement.</p> <p>The Contractor agreed to avoid breaking directly facing to the NSRs.</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> <p>The Contractor was suggested to carry out</p>	



Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>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-RE0818-21) condition 3.d.9.</p>	
EC099_CKRCT20 220113_368	13 January 2022	E-mail & Contract Complaint Hotline	The Contractor & Engineer	Noise	<p>The complainant of Tak Man House complained about the ground-borne noise nuisance generated from the Ho Man Tin site on 12 and 13 January 2022. The complainants heard excessive "hammering" noise around 23:00 to 8:00 hours. He/she requested the Contractor to carry out the investigation and provide appropriate responses for follow-up actions.</p> <p>Based on the information from the Contractor, the daytime activities from 07:00 – 19:00 on 12 January 2022, mainly included drill and blast, scaling, mapping, mucking out, chemical grouting, and shotcreting in accordance with the requirement set out in Technical Memorandum of Environmental Impact Assessment Ordinance (EIAO-TM).</p> <p>According to the information provided by the</p>	Investigation report was finalized on 9 Feb 2022

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>Contractor, the construction activities from 19:00 to 07:00 hours on 12 January 2022, mainly included:</p> <p><u>Ground level</u></p> <ul style="list-style-type: none"> <li>➤ No construction activities</li> </ul> <p><u>Inside the closed shaft enclosure</u></p> <ul style="list-style-type: none"> <li>➤ Drilling,</li> <li>➤ Mucking out,</li> <li>➤ Breaking,</li> <li>➤ Mapping,</li> <li>➤ Shotcreting,</li> <li>➤ Lifting.</li> </ul> <p>The Contractor will try to stop the breaking work immediately after receiving the complaint case and keep continuous communication with the complainant about the breaking works at night.</p> <p>The Contractor had covered the tunnel with the acoustic cover to minimize the noise nuisance.</p> <p>The Contractor had used the less powerful breaker to minimize the noise nuisance.</p> <p>The Contractor agreed to arrange an engineer to station onsite at all times to ensure the tunneling works would not induce unnecessary</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>disturbance to the NSRs.</p> <p>The Contractor has assessed the extent of noise impact to NSRs regularly. The ground-borne noise measurement was carried out on 17 January 2022 during evening period, i.e. 22:09-22:19 and 22:20-22:30. Noise level of 40.5 dB (A) and 38.8 dB (A) were recorded during measurement.</p> <p>The Contractor agreed to avoid breaking directly facing to the NSRs.</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> <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</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					(GW-RE0903-21) condition 3.d.9.	
EC100_CKRCT20 220118_369	18 January 2022	E-mail	The Contractor & Engineer	Noise	Investigation results will be reported in the subsequent Monthly EM&A Report.	Under investigation
EC101_CKRCT20 220129_375	29 January 2022	Contract Complaint Hotline	The Contractor & Engineer	Noise	Investigation results will be reported in the subsequent Monthly EM&A Report.	Under investigation
EC102_CKRCT20 220131_376	31 January 2022	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	4	0	0
Cumulative Project-to-Date	102	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	4	0
	Cumulative Project-to-Date	84	0