

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
EC087_CKRCT20 2122_335	22 October 2021	Contract Complaint Hotline	The Contractor & Engineer	Noise	<p>A complainant of Chun Man Court complained about the ground-borne noise nuisance generated from the works at the Ho Man Tin site on 11 October 2021. The situation had continued to 01:00 hours and affected the complainant. The complainant questioned the contractor's failure to stop the process before 11:00 pm as promised. He/she requested the Contractor to carry out the investigation and to provide appropriate responses for follow-up actions.</p> <p>The Contractor received complaints via the hotline on 20 and 22 October 2021. The complainant of Chung Man House complained about the ground-borne noise nuisance generated from the works at the Ho Man Tin site on 20 and 22 October 2021. The complainant requested the Contractor to stop the work and to provide appropriate responses for follow-up actions.</p> <p>According to the information provided by the Contractor, no construction activities were conducted at the ground level during the restricted hours on 11, 20 and 22 October 2021. Breaking, mucking out, scaling, mapping, drilling, and tunnel boring machine operation</p>	Investigation report was finalized on 3 Dec 2021

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>were carried out inside the closed shaft enclosure and tunnel during the restricted hours on 11, 20 and 22 October 2021.</p> <p>All Powered Mechanical Equipment (PME), including breaker, rock drill, cherry picker loader, and tunnel boring machine etc. were operated inside the shaft or underground tunnel covered by an acoustic enclosure, in accordance with the conditions in the valid Construction Noise Permit (CNP No.: GW-RE0903-21), and were used within the restricted 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 re-sequenced the works cycle to minimize the noise nuisance on public holiday. • The Contractor had covered the tunnel with the acoustic cover to minimize the noise nuisance. • The Contractor had used the less powerful breaker to minimize the noise nuisance. • The Contractor agreed to arrange an engineer to station onsite at all times to ensure the tunneling works would not induce unnecessary disturbance to 	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>the NSRs.</p> <ul style="list-style-type: none"> • The Contractor agreed to assess the extent of noise impact to NSRs regularly. • The Contractor agreed to avoid breaking directly facing to the NSRs. <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>	
EC088_CKRCT20 211030_338	30 October 2021	Contract Complaint Hotline	The Contractor & Engineer	Noise	The resident of Grand Waterfront complained about the noise nuisance generated from Ma Tau Kok Site. He/she complained about the noise generated from the site may cause health issues. The complainant requested the Contractor to carry out the investigation and to provide appropriate responses for follow-up actions.	Investigation report was finalized on 3 Dec 2021

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>Based on the information from the Contractor, the daytime activities from 07:00 –19:00 on 30 October 2021, mainly included site and shaft installation, canopy installation, and erection of noise enclosure, 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, an immediate investigation was carried out by the construction team on 30 October 2021, and there was no particular observation on the noise and air nuisance.</p> <p>ET conducted weekly site inspection on 12 October 2021. No particular observation and recommendation was made regarding the noise and dust impact from the inspection team.</p> <p>According to the information provided by the ET, under the Contract No. HY/2014/07 Central Kowloon Route – Kai Tak West, construction noise monitoring (Leq (30 min)) was conducted at the monitoring locations, Block B of Merit Industrial Centre (E-N21a) and 19 Hing Yan Street (E-N12a) in October 2021 in accordance with the requirement set out in the EM&A</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>Manual. The noise monitoring results carried out in October 2021 complied with the noise criteria stipulated in EIAO-TM.</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 erected additional temporary noise barriers (3-sides) for the localized activities. • The noise enclosure was under constructed in Ma Tau Kok site and expected to complete in end of 2021. <p>Apart from the above mitigation measures and site arrangement taken or to be taken by the Contractor, the 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 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</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					nature and inform in advance of the works to the nearby residents.	
EC089_CKRCT20 211109_342	9 November 2021	Contract Complaint Hotline	The Contractor & Engineer	Air	<p>The MO of the Grand Waterfront referred complaint cases from their residents regarding to the air nuisance generated from Ma Tau Kok Site. The complainant requested the Contractor to increase the frequency of water spraying while conducting dusty works to minimize the dust impact.</p> <p>Based on the information from the Contractor, the daytime activities from 07:00 –19:00 on 9 November 2021, mainly included site and shaft installation, canopy installation, and erection of noise enclosure, in accordance with the requirement set out in Technical Memorandum of Environmental Impact Assessment Ordinance (EIAO-TM).</p> <p>ET conducted weekly site inspection on 16 November 2021, No particular observation and recommendation was made regarding the dust impact from the inspection team.</p> <p>According to the information provided by the ET under the Contract No. HY/2014/07 Central Kowloon Route – Kai Tak West, construction dust monitoring (1-hr TSP & 24-hr TSP) at the</p>	Investigation report was finalized on 3 Dec 2021

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>monitoring location, Block B-Merit Industrial Centre (E-A14a) in November 2021, in accordance with the requirement set out in the EM&A Manual.</p> <p>The following mitigation measures and site arrangement were taken to reduce air nuisance:</p> <ul style="list-style-type: none"> • The Contractor had fulfilled the Air Pollution Control (Non-road Mobile Machinery) (Emission) Regulation, and all non-road mobile machinery (NRMM) are provided with proper labels. • The Contractor agreed to increase the frequency of water spraying while conducting dusty works. <p>Apart from the above mitigation measures and site arrangement taken or to be taken by the Contractor, the 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 air nuisance.</p> <p>The Contractor was suggested to maintain good relationship with the nearby sensitive receivers/ stakeholders which may be affected</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					by the construction works such as providing better/ more detailed information of the work nature and inform in advance of the works to the nearby residents.	
EC90_CKRCT202 11112_346	12 November 2021	Contract Complaint Hotline	The Contractor & Engineer	Noise	<p>The resident of Grand Waterfront complained about the ground-borne noise nuisance generated from Ma Tau Kok Site at 21:00 hours. He/she complained about the noise generated from the site affected their health issues. The complainant requested the Contractor to stop the construction activities and to provide appropriate responses for follow-up actions.</p> <p>According to the information provided by the Contractor, no construction activities were conducted at the ground level during the restricted hours on 12th November 2021. Only breaking was carried out inside the closed shaft enclosure and tunnel during the restricted hours on 12th November 2021.</p> <p>All Powered Mechanical Equipment (PME), including breaker, rock drill, cherry picker loader etc. were operated inside the shaft or underground tunnel with all openings covered by acoustic cover, in accordance with the conditions in the valid Construction Noise Permit (CNP No.: GW-RE0818-21), and were used within the restricted hours.</p>	Investigation report was finalized on 3 Dec 2021

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>The following mitigation measures and site arrangement were taken to reduce noise nuisance:</p> <ul style="list-style-type: none"> • The Contractor had re-sequenced the works cycle to minimize the noise nuisance. • The Contractor had covered the tunnel with the acoustic cover to minimize the noise nuisance. • The Contractor had used the less powerful breaker to minimize the noise nuisance. • 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. • The Contractor agreed to assess the extent of noise impact to the NSRs regularly. • The Contractor agreed to avoid breaking directly facing to the NSRs. <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</p>	

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					works to the nearby residents. The Contractor was suggested to carry out noise monitoring at the sensitive receiver while conducting tunneling works if necessary.	
EC091_CKRCT20 211113_347	13 November 2021	1823, E-mail & Contract Complaint Hotline	The Contractor & Engineer	Noise	Investigation results will be reported in the subsequent Monthly EM&A Report.	Under investigation
EC092_CKRCT20 211123_351	23 November 2021	Contract Complaint Hotline	The Contractor & Engineer	Noise	Investigation results will be reported in the subsequent Monthly EM&A Report.	Under investigation
EC093_CKRCT20 211124_352	24 November 2021	Contract Complaint Hotline	The Contractor & Engineer	Air & Noise	Investigation results will be reported in the subsequent Monthly EM&A Report.	Under investigation
EC094_CKRCT20 211125_353	25 November 2021	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	6	0	0
Cumulative Project-to-Date	94	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	5	0
	Cumulative Project-to-Date	76	0