

Appendix F

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 October 2025	<p>Details of Complaint:</p> <p>Complaint was received on 11 October 2025 (1823 CASE: 3-8980624918), related to the construction noise at Ma Tau Kok site (MTK), and referred by the Contractor on 27 October 2025.</p> <p>The complaint related to the construction noise is described as follows:</p> <ul style="list-style-type: none"> - Complaint of noise mitigation measures were not enough for the public next to San Ma Tau Street (near the ferry pier). <p>Details of Investigation and findings:</p> <ul style="list-style-type: none"> - As the complaint regarding noise from MTK was on 11 October 2025, the construction works conducted on 11 October 2025 at MTK were investigated. - As reported by the Contractor, the construction activity conducted on 11 October 2025. One Powered Mechanical Equipment (PME), a hand-held breaker with NEL label was used at MTK from 09:00 to 17:00. - Based on the monitoring results on 8 and 14 October 2025, the monitoring results complied with the criteria stipulated in EIAO-TM. No exceedance of limit level was recorded. <p>From the results of the compliance check, no non-compliance was found under the conditions in the granted CNPs.</p> <p>Conclusion:</p> <ul style="list-style-type: none"> - The complaint regarding construction noise from construction activities at MTK was received on 11 October 2025 and referred by Contractor on 27 October 2025. - As confirmed by the Contractor, one (1) hand-held breaker with NEL label was used at MTK from 09:00 to 17:00 on 11 October 2025. <p>Complaint on Noise from Construction Activity:</p> <ul style="list-style-type: none"> - No exceedance of limit level of noise was recorded at the EM&A stations on 8 and 14 October 2025. - Noise mitigation measures under the EM&A Manual and CNMMP were implemented on the PMEs at MTK. - Therefore, there was no non-compliance of the Project regarding noise impact from construction site. <p>Recommendations:</p> <p>The following recommendations are suggested:</p> <p>Construction Noise</p> <ul style="list-style-type: none"> - Ensure all construction activities to be carried out in compliance with the requirements of the Environmental Impact Assessment Ordinance (EIAO) and Noise Control Ordinance (NCO) (Cap. 400). - Suggest reconsidering and rearranging the construction programme to minimize the noise nuisance to the public. 	Closed	1	79
Notification of summons	--	--	--	0	0
Successful prosecutions	--	--	--	0	0