

## 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
<b>Environmental complaints (1)</b>	18 September 2021 (Referred by the Contractor on 20 September 2021)	<p>Environmental Complaint No: EC-041- CKRKTW20210918_01_C084</p> <p style="text-align: center;"><b><u>Details of Complaint</u></b></p> <p>Complaint (Ref.: CKRKTW20210918_01_C084) was received by CKR – KTW Project Team on 18 September 2021 and referred by Gammon Construction Limited on 20 September 2021. The complaint related to the noise, air (dust) and air (odor) concerns as follows:</p> <p><b>18 September 2021</b></p> <ul style="list-style-type: none"> <li>- <b>Construction Noise</b>– The Complainant complained that the piling machine at Ma Tau Kok site had caused serious noise problems. He reminded the Contractor to take necessary environmental measures to minimize the noise nuisance.</li> <li>- <b>Air (Dust)</b> – The Complainant said that there was severe dust problem at the Ma Tau Kok site. He also observed that there was no watering on 18 September 2021 to prevent dust emission. Also, he reminded the team that site-watering should be conducted regularly.</li> </ul> <p><b>20 September 2021</b></p> <ul style="list-style-type: none"> <li>- <b>Air (Odor)</b> – The Complainant further supplemented that he smelled a strong diesel odor at Ma Tau Kok Site around 08:00 for 30 minutes. Follow up investigation was requested.</li> </ul> <p style="text-align: center;"><b><u>Details of Investigation and findings</u></b></p> <p><b>Construction Noise</b></p> <ul style="list-style-type: none"> <li>- According to the information on the complaint, the noise problem came from the construction works during the daytime of 18 September 2021(Saturday). Therefore, the construction works conducted on 18 September 2021 will be investigated.</li> <li>- As reported by the Contractor, the construction activities conducted during the daytime on 18 September 2021 are as follows:</li> </ul> <p style="text-align: center;"><b>Construction activities on 18 September 2021</b> <b><u>Daytime (i.e. 08:00 – 18:30)</u></b></p> <ul style="list-style-type: none"> <li>• Pipe Piling and King Post Installation</li> <li>• Grouting</li> </ul> <ul style="list-style-type: none"> <li>- According to the Contractor's information, mitigation measures for the noise nuisance source were implemented by the Contractor at Ma Tau Kok to comply with the requirement of the approved Construction Noise Mitigation Measures Plan such as acoustic sheet barrier on the specific Powered Mechanical Equipment (hereinafter PME), and Quality PME was used to conduct the construction works.</li> <li>- Based on the monitoring results on 13 and 24 September 2021, all readings were recorded under the criteria stipulated in EIAO-TM. No Limit Level exceedance was recorded.</li> </ul>	Closed	3	43

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	<ul style="list-style-type: none"> <li>- As observed by ET's in-situ observation during the monitoring at the EM&amp;A stations on 13 and 24 September 2021, the detectable noise sources mostly came from traffic noise from To Kwa Wan Road and noise from the Kowloon Bay and Ma Tau Kok work area was also intermittently heard at E-N12a and E-N21a.</li> <li>- For the additional monitoring stations at the first and second refuge floors of Grand Waterfront, construction noise mainly from pipe piling, king post installation and grouting was observed on 13 and 24 September 2021.</li> </ul> <p><b>Air (Dust)</b></p> <ul style="list-style-type: none"> <li>- The Contractor reported that mitigation measures including regular water spraying for dry haul road and wheel washing had been conducted to prevent dust emission</li> <li>- To monitor the air quality impact from the construction works, regular EM&amp;A monitoring and additional environmental monitoring at Grand Waterfront were conducted on 18 and 24 September 2021</li> <li>- No non-compliance was recorded based on the monitoring data of air quality at the EM&amp;A station and additional monitoring station at Grand Waterfront.</li> <li>- To conclude, no non-compliance was recorded and proper mitigation measure to prevent dust emission had already conducted by the Contractor for dust suppression.</li> </ul> <p><b>Air (Odor)</b></p> <ul style="list-style-type: none"> <li>- Regarding the diesel smell issue, the Contractor reported that Ultra-low Sulphur Diesel (ULSD) was adopted and conducted a random sampling at Ma Tau Kok on 7 September 2021.</li> <li>- Moreover, crawler cranes, generators and air compressors at Ma Tau Kok have obtained approved NRMM (Non-road mobile machinery) label for improving air quality.</li> </ul> <p style="text-align: center;"><b><u>Recommendations:</u></b></p> <p><b>Construction Noise</b></p> <ul style="list-style-type: none"> <li>- Ensure all construction activities to be carried in compliance with the requirements of the Environmental Impact Assessment Ordinance (EIAO) and Noise Control Ordinance (NCO) (Cap. 400).</li> <li>- Suggest reconsidering the time period of the construction to minimize the nuisance to the public</li> </ul> <p><b>Air (Dust and Odor)</b></p> <ul style="list-style-type: none"> <li>- Ensure that sufficient water spraying is provided for all dusty activities and haul road</li> <li>- Cover all stockpiles of dusty material with impervious sheetings;</li> <li>- Reschedule works to minimize nuisance to the public; and</li> <li>- Keep communication channels available and maintain the relationships with the nearby stakeholders.</li> </ul>			

	Date received	Subject	Status	Total no. received in this month	Total no. received since project commencement														
<p><b>Environmental complaints (2)</b></p>	<p>17&amp; 18 September 2021 (Referred by the Contractor on 21 September 2021)</p>	<p>Environmental Complaint No: EC-042- CKRKTW20210917_01_C083</p> <p style="text-align: center;"><b><u>Details of Complaint</u></b></p> <p>Complaint (ref.: CKRKTW20210917_01_C083) was received by CKR – KTW Project Team on 17 and 18 September 2021 and referred by Gammon Construction Limited on 21 September 2021. The complaint related to the noise concern was detailed as follows:</p> <ul style="list-style-type: none"> <li>- Complainant said that noise from the construction activities at the site near Grand Waterfront caused noise nuisance at 10:42 on Saturday (18 September 2021).</li> </ul> <p style="text-align: center;"><b><u>Details of Investigation and findings</u></b></p> <p>According to the information on the complaint, the noise problem came from the construction works of Stage 2 Underwater Tunnel during the daytime of 17 and 18 September 2021 (Friday and Saturday). Therefore, the construction works conducted on Stage 2 Underwater Tunnel on 17 and 18 September will be investigated.</p> <p>As reported by the Contractor, the construction activities conducted at Stage 2 Underwater Tunnel during the daytime on 17 and 18 September 2021 are as follows:</p> <p>Construction activities on 17 and 18 September 2021 Daytime (in specific hours - from 17:25 to 18:15 on 17 September 2021(Friday) and from 8:35 – 9:28 on 18 September 2021 (Saturday))</p> <ul style="list-style-type: none"> <li>• Clutch pipe piling installation (Percussive Piling was conducted)</li> <li>• Sheet pipe installation</li> </ul> <p>A valid Construction Noise Permit for the Carrying Out of Percussive Piling (CNP no.: PP-RE0027-21) had been granted from EPD to cover the operation time of percussive piling method and type during specific hours (Any day not being a general holiday: 08:30-09:30, 12:00-14:00 and 16:30-18:30) by different groups and conditions.</p> <p>Based on the condition imposed on the use of percussive piling method and pile type, it shall only be operated during the hour shown below:</p> <table border="1" data-bbox="491 1592 1002 1794"> <thead> <tr> <th>Group</th> <th>Piling method and pile type</th> <th>No. of units</th> </tr> </thead> <tbody> <tr> <td rowspan="3">Group A<sup>1</sup></td> <td>Drop hammer driving steel pile <u>OR</u></td> <td>One</td> </tr> <tr> <td>Drop hammer driving steel sheet pile</td> <td rowspan="2">One</td> </tr> <tr> <td>Hydraulic hammer (single acting) driving steel pile <u>OR</u></td> </tr> <tr> <td rowspan="2">Group B<sup>1</sup></td> <td>Hydraulic hammer (single acting) driving steel pile <u>OR</u></td> <td rowspan="2">Two</td> </tr> <tr> <td>Hydraulic hammer (single acting) driving steel sheet pile</td> </tr> </tbody> </table> <p>Days and hours:</p> <table border="1" data-bbox="491 1821 1002 1895"> <tr> <td>Any day not being a general holiday: 0830 hours to 0930 hours <u>And</u> 1200 hours to 1400 hours <u>And</u> 1630 hours to 1830 hours</td> </tr> </table> <p>Remark: 1. Only one group of the piling method and pile type shall be used operate at any time.</p> <p>As reported by the Contractor, percussive piling with one drop hammer driving steel pipe was used from 17:25 to 18:15 on 17 September 2021 (Friday) and from 8:35 – 9:28 on 18 September 2021 (Saturday). Therefore, the percussive piling method, pile type and</p>	Group	Piling method and pile type	No. of units	Group A <sup>1</sup>	Drop hammer driving steel pile <u>OR</u>	One	Drop hammer driving steel sheet pile	One	Hydraulic hammer (single acting) driving steel pile <u>OR</u>	Group B <sup>1</sup>	Hydraulic hammer (single acting) driving steel pile <u>OR</u>	Two	Hydraulic hammer (single acting) driving steel sheet pile	Any day not being a general holiday: 0830 hours to 0930 hours <u>And</u> 1200 hours to 1400 hours <u>And</u> 1630 hours to 1830 hours	<p>Closed</p>		
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		<p>time conducted were complied with the CNP.</p> <p>Moreover, to minimize the noise nuisance, acoustic sheet barrier was erected for the powerpacks and generators on the marine platform.</p> <p>Besides, based on the EM&amp;A monitoring schedule and the additional environmental monitoring at Grand Waterfront in September 2021, noise monitoring was conducted at EM&amp;A stations and additional monitoring stations at Grand Waterfront on 13 and 24 September 2021. All readings were recorded under the criteria stipulated in EIAO-TM. No Limit Level exceedance was recorded.</p> <p style="text-align: center;"><b><u>Recommendations:</u></b></p> <p>The following recommendation are suggested:</p> <ul style="list-style-type: none"> <li>- Ensure all construction activities to be carried in compliance with the requirements of Noise Control Ordinance (Cap. 400).</li> <li>- Closely communicate with the operation team to draw their attention on the Noise Control Ordinance and continue to strictly follow with all terms and conditions of a valid CNP.</li> <li>- Continue to implement the in-house specific hours permit-to-work system to monitor the noise control compliance of works conducted during specific hours.</li> <li>- Review effectiveness of mitigation measures for noise at the site.</li> <li>- The mitigation measures of noise should be reviewed each day before the commencement of and during construction.</li> </ul>			
<b>Environmental complaints (3)</b>	29 September 2021 (Referred by the Contractor on 5 October 2021)	<p>Environmental Complaint No: EC-043-CKRKTW20211005_01_C085</p> <p style="text-align: center;"><b><u>Details of Complaint</u></b></p> <p>A complaint referred from EPD (EPD ref.: K10/RE/00023313-21) was received by Gammon Construction Limited on 5 October 2021. The details of the complaint regarding water quality were described as follows:</p> <ul style="list-style-type: none"> <li>- Date of Complaint received: 29 September 2021</li> <li>- Complaint of polluting effluent discharged to the sea from construction site at the waterfront near Kowloon City Ferry Pier.</li> <li>- Please ensure the work fulfill the relevant environmental legislations and their subsidiary regulations.</li> <li>- Please take necessary environmental measures to minimize the environmental nuisance arising from the construction site.</li> </ul>	Under investigation and will be provided in subsequent Monthly EM&A Report		
<b>Notification of summons</b>	--	--	--	0	0
<b>Successful prosecutions</b>	--	--	--	0	0