

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
Environmental complaints	20 September 2024	<p><b>Environmental Complaint No.: EC-072</b></p> <p><b>Details of Complaints:</b></p> <p>Complaint was received by 1823 on 20 September 2024 (1823 ref.: CASE#3-8416541288), related to the construction noise at Ma Tau Kok, and referred by the Contractor on 23 September 2024.</p> <p>The complaint related to the construction noise is described as follows:</p> <ul style="list-style-type: none"> <li>- Complaint of noise from construction site at San Ma Tau street in whole day, and without any mitigation measure.</li> </ul> <p><b>Details of Investigation and findings:</b></p> <p>As the 1823 received the complaint regarding noise from construction site at San Ma Tau street on 20 September 2024, the construction works conducted in September 2024 at Ma Tau Kok (MTK) site was investigated.</p> <p>As reported by the Contractor, the construction activity conducted at MTK site in September is listed as follows:</p> <ul style="list-style-type: none"> <li>- Main Opening, Tunnel area of Working Area B (09:00 – 18:00)                             <ul style="list-style-type: none"> <li>• ELS Removal</li> <li>• Backfilling</li> </ul> </li> <li>- Small Opening, Tunnel area of Working Area A (09:00 – 18:00)                             <ul style="list-style-type: none"> <li>• Decking Reinstatement (conducted on 16 – 21 Sep 2024)</li> <li>• Backfilling</li> </ul> </li> </ul> <p>Based on the EM&amp;A monitoring schedule and the additional environmental monitoring at Grand Waterfront, noise monitoring was conducted at EM&amp;A stations and additional monitoring stations at Grand Waterfront on 7, 11, 17 and 23 September 2024, all monitoring results were below the criteria stipulated in EIAO-TM. No exceedance of limit level was recorded.</p> <p>Valid Construction Noise Permits (CNP no.: GW-RE0618-24) for MTK site had been granted from EPD to cover the operation time of powered mechanical equipment (hereinafter PME) during the restricted hours by different groups and conditions.</p> <p>According to the information confirmed by the Contractor, all the construction activities were conducted within 08:00 to 18:00. No construction work was carried out during restricted hours.</p> <p>From the results of the compliance check, no non-compliance was found under the conditions in the granted CNPs.</p> <p><b>Mitigation Measures Undertaken by the Contractor:</b></p> <ul style="list-style-type: none"> <li>- Acoustic sheets were placed on the crawler cranes, excavators, hydraulic breakers as noise mitigation measure to reduce the noise generated from ELS removal works at working Area A and B.</li> </ul>	Closed	2	73

Date received	Subject	Status	Total no. received in this month	Total no. received since project commencement
	<p><b>Conclusion:</b></p> <ul style="list-style-type: none"> <li>- A complaint regarding construction noise from construction activities at Ma Tau Kok was received by 1823 on 20 September 2024 and referred by Contractor on 23 September 2024.</li> <li>- As confirmed by the Contractor, one crawler crane and two excavators were used at MTK site working Area B from 09:00 to 18:00 in September 2024. One hydraulic breaker (excavator mounted) and one excavator were used at MTK site working Area A from 09:00 to 18:00 in September 2024.</li> <li>- The Contractor was complied with the terms and conditions under the valid CNPs for the works conducted during the restricted hours and the noise mitigation measures had been implemented properly. Besides, no non-compliance was found on the compliance check with PME lists based on the Contractor’s information.</li> <li>- No exceedance of limit level of noise was recorded at the EM&amp;A stations and additional monitoring stations at Grand Waterfront in September 2024.</li> <li>- Noise mitigation measures under the EM&amp;A Manual and CNMMP were implemented were implemented on the PMEs at MTK Main Site</li> <li>- Therefore, the complaint on the construction noise from MTK site was non-project related.</li> </ul>			
<p>21 September 2024</p>	<p><b>Environmental Complaint No.: EC-073</b></p> <p><b>Details of Complaints:</b></p> <p>The complaint was received by 1823 on 21 September 2024 (1823 ref.: CASE#3-8417744121), related to the dust emission from a construction site at Kowloon City pier, and referred by the Contractor on 25 September 2024.</p> <p>The complaint related to the air (construction dust) is described as follows:</p> <ul style="list-style-type: none"> <li>- Complaint of dust emission from a construction site at Kowloon City pier, and without any mitigation measure.</li> </ul> <p><b>Details of Investigation and findings:</b></p> <ul style="list-style-type: none"> <li>- As reported by the Contractor, the Reinstatement of decking work was conducted from 16 to 21 September 2024. The hydraulic breaker was used in the work.</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 second refuge floor of Grand Waterfront on 17 September 2024.</li> <li>- According to ET’s in-situ observation during the monitoring at the EM&amp;A station, no dust generation or emission from site activities was observed at E-A14a and additional monitoring station.</li> <li>- The regular site inspection was conducted by ER, IEC, Contractor and ET at 09:30 on 19 and 25 September 2024 (Wednesday). The regular watering for the exposed area was observed at the MTK site, and no adverse observation for construction dust recorded during the site inspections.</li> </ul>	<p>Closed</p>		

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		<p><b>Mitigation Measures Undertaken by the Contractor:</b></p> <ul style="list-style-type: none"> <li>- Water spray was provided when hydraulic breakers are breaking.</li> <li>- The vehicle gates were closed to separate the site and the public area when the hydraulic breaking was conducted.</li> </ul> <p><b>Conclusion:</b></p> <ul style="list-style-type: none"> <li>- The complaints regarding dust emission from a construction site at Kowloon City pier were received by 1823 on 21 September 2024 and referred by the Contractor on 25 September 2024. Mitigation measures were implemented properly by the Contractor to minimize the dust nuisance from MTK site to public. The monitoring results at the EM&amp;A stations and additional environmental monitoring station at the Grand Waterfront on 17 September 2024 had also complied with the criteria stipulated in EIAO-TM and HKAQO.</li> </ul>			
<b>Notification of summons</b>	--	--	--	0	0
<b>Successful prosecutions</b>	--	--	--	0	0