

COMPLAINT LOG

Log Ref.	Data/Location	Complainant / Data of Contract	Details of Complaint	Investigation / Mitigation Action	File Closed
CIR-001	9 March 2009 at Outfall	EPD	EPD has received a complaint (EPD ref: EP3/N22/RW/04846-09) regarding to muddy effluent discharged from the outfall of the construction site from a public on 9 March 2009. Site investigation was also carried out by EPD with the Contractor on the same day.	<p><u>Findings/ Observations</u></p> <p>In the afternoon on 9 March 2009, the Contractor was carrying out regular maintenance for removing silt accumulated in the wastewater treatment plant. During the maintenance works, some residual silt inside the plant was accidentally leaked out to the outfall discharge outlet. The reason was that a flexible pipe for disposing silt was found connecting to the concrete platform of the outfall discharge outlet.</p> <p><u>Conclusion/Remedial Action</u></p> <p>The complaint was valid and it was due to maintenance works at the wastewater treatment plant at the outfall area. The contractor had cleaned up the silt at discharge outlet and the channel at the outfall area on 12 March 2009 as shown in the attached photo. The ET will closely inspect the discharge outlet and the channel during the routine site inspections and provide advice to the Contractor. The Contractor was also advised to provide mitigation measures during any occasion of the maintenance work on the wastewater treatment plant. The discharge pipe of the treatment plant should be plugged and ensure not functioned when carrying out maintenance works on the wastewater treatment plant in order to prevent the discharge of silt or muddy water to the outlet.</p> <p>Flexible pipe for discharge of sludge should not be placed on the concrete platform under the outfall discharge outlet. For disposal of slit or sludge in the wastewater treatment plant, tanker should be used.</p>	Closed
CIR-002	8 May 2009 at Outfall	EPD	EPD has received a complaint (EPD ref: EP3/N22/RW/09755-09) regarding to construction dust from the outfall construction site on 8 May	<p><u>Findings/ Observations</u></p> <p>Regular 1-hour TSP monitoring, in accordance with EM&A Manual, are performed by Environmental Team. The monitoring station concerned is ASR9 (i.e. at the podium level of Greenview Terrace facing to the construction site).</p> <p>The closest date for the 1-hour TSP concentration monitoring was on 6 May 2009 and 12</p>	

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			<p>2009. Site investigation was also carried out by EPD with the Contractor on 14 May 2009.</p>	<p>May 2009 at Greenview Terrace, ASR9. Soil nailing works and loading & unloading excavated materials were observed during monitoring. In accordance with the EM&A Manual and the Baseline Monitoring Report, all 1-hour TSP concentrations at ASR9 were below the established Action and Limit Levels. No exceedance was recorded on 6 and 12 May 2009.</p> <p>The contractor and the environmental team were also undertaken site investigation on the subject area in response to the complaint. It was confirmed that the air quality mitigation measures as recommended in EIA have been provided by the Contractor. The mitigation measures are as follows:</p> <ul style="list-style-type: none"> • Water spraying was provided to the exposed surface. • Several automatic sprinklers were provided at the outfall construction site for water spraying of the haul road. • Water spraying was provided during dust generating works (e.g. rock breaking and soil nailing works). <p><u>Conclusion/Remedial Action</u></p> <p>Based on the site inspection and monitoring results, the complaint is considered not justifiable since no action & limit level exceedance on construction dust are identified. Air quality mitigation measures as recommended in EIA have been implemented in order to control and minimise the air quality impact and nuisance arising from the construction activities. Nevertheless, in view of the recent dry and sunny weather, the haul road and the exposed area would be dry very quickly. The Contractor was recommended to provide more frequent water spraying especially in the dry and sunny weather.</p>	
CIR-003	14 May 2009 at Outfall	EPD	<p>EPD has received a complaint (EPD ref: EP/RW/080206) regarding to daytime construction rock breaking at 7:15 am and dusty at the outfall construction site on 14 May</p>	<p>The closest date to the complaint for the 1-hour TSP monitoring & daytime construction noise monitoring was on 12, 18 and 27 May 2009 at Greenview Terrace, ASR9 and NSR9. Soil nailing, excavation, rock breaking, loading and unloading the materials were observed during monitoring period. The measured noise levels complied with the limit level in accordance with the EIAO-TM. All 1-hour TSP concentrations at ASR9 were below the established Action and Limit Levels. No 1-hour TSP exceedance was recorded.</p> <p>The contractor and the environmental team were also undertaken site investigation on the</p>	Closed

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			2009.	<p>subject area in response to the complaint. Air quality mitigation measures as recommended in EIA have been implemented by the Contractor. However, noise mitigation measures could be further improved.</p> <p>Based on our site inspection and monitoring results, the complaint for dust is considered not justifiable since no action & limit level exceedance on construction dust is identified. Air quality mitigation measures as recommended in EIA have also been implemented in order to control and minimise the air quality impact arising from the construction activities. In view of the recent dry and sunny weather, the haul road and the exposed area would be dry very quickly. The Contractor was recommended to enhance water spraying especially in the dry and sunny weather.</p> <p>On the other hand, the complaint for noise is considered due to works and the Contractor was agreed to improve the on-site noise mitigation measures such as the following measures. ET's site inspection and the joint inspection with relevant parties was conducted on 29 May 2009 and 4 June 2009 respectively to confirm all the below measures have been implemented.</p> <ul style="list-style-type: none"> • For the idling plant, it should be switched off to reduce noise level generated. • The sound insulation sheets and noise insulation materials should be placed to enclose the breaking tip tightly and also aside or surrounding the breaking activities as recommended in the following photos 1-3 in noise mitigation measures. • Noise monitoring frequency was increased in order to check the effectiveness of the mitigation measures. The additional measurement was taken on 27 May, 8 June, 10 June and 12 June 2009 after all the measures implemented. The noise levels ($L_{eq, 30 \text{ min}}$) were 70.9 dB (A), 70.5 dB (A), 70.3 dB (A) and 70.3 dB (A) respectively, which comply with the limit level in accordance with the EIAO-TM. Soil nailing, excavation and rock breaking were observed during monitoring period. The measures were well in place and seemed effective during the measurement. 	

Signed by Environmental Team Leader:



Date:

30 June 2009

Noise Mitigation Measures



1. Sound insulation sheet erected with the green net.



2. Sound insulation sheet surrounding the rock breaking activities as far as possible.



3. Noise insulation material for rock breaking.

Air Quality Mitigation Measures



1. Water spraying for the exposed area.



2. Automatic sprinkler spraying the haul road.



3. Water spraying during rock breaking.



4. Water Spraying for soil nail work.