

COMPLAINT LOG

Complaint No.	Log Ref.	Date/Location	Complainant	Details of Complaint	Investigation / Mitigation Action	Status
1	CIR-001	9 March 2009 at Outfall	Public through 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> 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> 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. 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</p>	Closed

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					wastewater treatment plant, tanker should be used.	
2	CIR-002	8 May 2009 at Outfall	Public through 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 2009. Site investigation was also carried out by EPD with the Contractor on 14 May 2009.	<p><u>Findings/ Observations</u></p> <p>Regular 1-hour TSP monitoring, in accordance with EM&A Manual, is 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 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</p>	

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					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.	
3	CIR-003	14 May 2009 at Outfall	Public through EPD	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 2009.	<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 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</p>	Closed

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					<p>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. 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. 	

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4	CIR-004	10 July 2009 at Outfall	Public through EPD	EPD has received a complaint (EPD ref: EP3/N22/RW/15137-09) regarding to construction dust from the outfall construction site on 10 July 2009.	<p><u>Findings/ Observations</u> 1-hour TSP concentration monitoring was on 10 July 2009 at Greenview Terrace, ASR9. Soil nailing works, concrete breaking, excavation and loading & unloading excavated materials were observed during monitoring. All 1-hour TSP concentrations at ASR9 were below the established Action and Limit Levels. No exceedance was recorded on 10 July 2009. 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. • 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). • Tarpaulin was used for covering the dusty works in the Portal area. <p><u>Conclusion/Remedial Action</u> The complaint is considered not justifiable since no action & limit level exceedance on construction dust are identified</p>	Closed
5 & 6	CIR-005	29 July 2009 & 11 August 2009 at Outfall	Public through SOR	SOR has received two complaints (SOR ref: (DC/2007/12)/M45/500/02480, 02500) from Greenview Terrace	<p><u>Findings/ Observations</u> Soil nailing, excavation, rock breaking and drilling, loading and unloading the materials were generally observed during monitoring period in July and August 2009. According to the noise monitoring results from</p>	Same Case with Complaint No. 11

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				<p>regarding to daytime construction noise exceedance recorded at NSR9 on 8, 22, 23, 27 and 29 July 2009 and a large amount dust generated at the outfall construction site. The complaint dates were corresponded to 29 July and 11 August 2009.</p>	<p>6 July 2009 to 31 August 2009 at NSR 9, 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 from 6 July 2009 to 25 August 2009.</p> <p><u>Conclusion/Remedial Action</u> The dust complaint on 22 July 2009 was due to the soil nailing works. The Contractor was reminded enhance the dust mitigation measures during soil nailing works. A designated staff was provided to spray water continuously during soil nailing. A nylon bag was placed on the drilling hole and keeping wet to suppress dust. A sprinkler was added at the hillside of the site and water spraying was provided continuously during operation of drilling to suppress dust.</p> <p>The documented complaint for noise is considered to trigger the action level and the Contractor was also reminded to enhance the on-site noise mitigation measures continuously. The enhanced mitigation measures are proposed as follows:</p> <ul style="list-style-type: none"> • A staff from the Contractor was designated to take the reading of Leq (5mins) at the roof of Greenview Terrace. In case of the Leq (5min) exceed 73 dB(A), the Contractor would re-schedule the noisy plants to mitigate the escalation of noise level. • The designated staff was reminded to record all the weather condition including raining and wind speed. • Tools box talk for the Contractor's Team was carried out for reminding that the movable barrier should be placed to the breaking activities as much as possible. • Movable noise barriers were placed on site and the 	

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					<p>movable noise barriers were also modified.</p> <ul style="list-style-type: none"> Existing 25 ton rock breaker had been replaced by the another breaker. The breaking tap of the 25 ton rock breaker had been replaced by another breaking tap. A joint filler wall was installed at the vertical face of westbound to mitigate the noise rebound from the vertical face to high level of Greenview Terrace. <p>From the additional monitoring data and monitoring data under regular EM&A requirements, noise level ($L_{eq, 30 \text{ min}}$) between 6 July to 31 August 2009 was in the range of 71 to 74 dB(A) to the nearest integer. The noise monitoring frequency was maintained in twice per week to check whether the mitigation measures are effective. From the information of the Contractor, all the mitigation measures were implemented on 31 August 2009. Noise levels ($L_{eq, 30 \text{ min}}$) were also re-measured after the implementation of the mitigation measures. Noise level ($L_{eq, 30 \text{ min}}$) from 4 Sep to 28 Sep 2009 was in the range of 70 to 73 dB(A) to the nearest integer after the implementation of the mitigation measures. In our investigation, there was no exceedance of the measured noise level at Greenview Terrace.</p>	
7	CIR-006	12 August 2009 at Outfall	Public through SOR	SOR has received a complaint (SOR ref: (DC/2007/12)/M45/500/02527) from Greenview Terrace, via Apple Daily regarding to daytime construction noise level ($L_{eq(30\text{min})}$) was sometimes more than 80 dB(A) and a large amount dust	<p><u>Findings/ Observations</u> Soil nailing, excavation, rock breaking and drilling, loading and unloading the materials were generally observed during monitoring period in July and August 2009. According to the noise monitoring results from 6 July 2009 to 31 August 2009 at NSR 9, 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</p>	Closed

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				<p>generated at the outfall construction site. The complaint date was corresponded to 12 August 2009.</p>	<p>Action and Limit Levels from 6 July 2009 to 25 August 2009.</p> <p><u>Conclusion/Remedial Action</u></p> <p>The dust complaint was considered not justifiable since no action & limit level exceedance on construction dust were identified. However, it was a recurrent case from Greenview Terrace. The Contractor was recommended to enhance water spraying continuously especially in rock breaking activities.</p> <p>On the other hand, there was no noise levels ($L_{eq(30min)}$) from the measurement taken from ET was more than 80 dB(A). However, it was a recurrent case from Greenview Terrace. The Contractor was reminded to enhance the on-site noise mitigation measures. The enhanced mitigation measures are proposed as follows:</p> <ul style="list-style-type: none"> • A staff from the Contractor was designated to take the reading of Leq (5mins) at the roof of Greenview Terrace. In case of the Leq (5min) exceed 73 dB(A), the Contractor would re-schedule the noisy plants to mitigate the escalation of noise level. • The designated staff was reminded to record all the weather condition including raining and wind speed. • Tools box talk for the Contractor's Team was carried out for reminding that the movable barrier should be placed to the breaking activities as much as possible. • Movable noise barriers were placed on site and the movable noise barriers were also modified. • Existing 25 ton rock breaker had been replaced by the another breaker. • The breaking tap of the 25 ton rock breaker had 	

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					<p>been replaced by another breaking tap.</p> <ul style="list-style-type: none"> A joint filler wall was installed at the vertical face of westbound to mitigate the noise rebound from the vertical face to high level of Greenview Terrace. <p>From the additional monitoring data and monitoring data under regular EM&A requirements, noise level ($L_{eq, 30 \text{ min}}$) from 6 July to 31 August 2009 was in the range of 71 to 74 dB(A) to the nearest integer. The noise monitoring frequency was maintained in twice per week to check whether the mitigation measures are effective. From the information of the Contractor, all the mitigation measures were implemented on 31 August 2009. Noise levels ($L_{eq, 30 \text{ min}}$) were also re-measured after the implementation of the mitigation measures. Noise level ($L_{eq, 30 \text{ min}}$) from 4 Sep to 28 Sep 2009 was in the range of 70 to 73 dB(A) to the nearest integer after the implementation of the mitigation measures.</p>	
8	CIR-007	14 August 2009 at Outfall	Public through EPD	EPD has received a complaint (EPD ref: EP3/N22/RW/17978-09) from Greenview Terrace regarding to daytime construction noise from the outfall construction site. The complaint date was corresponded to 14 August 2009.	<p><u>Findings/ Observations</u> Soil nailing, excavation, rock breaking and drilling, loading and unloading the materials were generally observed during monitoring period in July and August 2009. According to the noise monitoring results from 6 July 2009 to 31 August 2009 at NSR 9, the measured noise levels complied with the limit level in accordance with the EIAO-TM.</p> <p><u>Conclusion/Remedial Action</u> This was a recurrent case from Greenview Terrace. The documented complaint for noise is considered to trigger the action level and the Contractor was reminded to enhance the on-site noise mitigation measures continuously. The enhanced mitigation measures are proposed as follows:</p>	Same Case with Complaint No. 11

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					<ul style="list-style-type: none"> • A staff from the Contractor was designated to take the reading of Leq (5mins) at the roof of Greenview Terrace. In case of the Leq (5min) exceed 73 dB(A), the Contractor would re-schedule the noisy plants to mitigate the escalation of noise level. • The designated staff was reminded to record all the weather condition including raining and wind speed. • Tools box talk for the Contractor's Team was carried out for reminding that the movable barrier should be placed to the breaking activities as much as possible. • Movable noise barriers were placed on site and the movable noise barriers were also modified. • Existing 25 ton rock breaker had been replaced by the another breaker. • The breaking tap of the 25 ton rock breaker had been replaced by another breaking tap. • A joint filler wall was installed at the vertical face of westbound to mitigate the noise rebound from the vertical face to high level of Greenview Terrace. <p>From the additional monitoring data and monitoring data under regular EM&A requirements, noise level ($L_{eq, 30 \text{ min}}$) from 6 July to 31 August 2009 was in the range of 71 to 74 dB(A) to the nearest integer. The noise monitoring frequency would be maintained in twice per week to check whether the mitigation measures are effective. From the information of the Contractor, all the mitigation measures were implemented on 31 August 2009. Noise levels ($L_{eq, 30 \text{ min}}$) were also re-measured after the implementation of the mitigation measures. Noise level ($L_{eq, 30 \text{ min}}$) from 4 Sep to 28 Sep 2009 was in the range of 70 to 73</p>	

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					dB(A) to the nearest integer after the implementation of the mitigation measures.	
9	CIR-008	17 August 2009 at Portion D of the Site	Public through SOR	SOR has received a complaint (SOR ref:(DC/2007/12)/M45/500/02546) from Long Bench Garden regarding to noise nuisance generated from the daytime construction work (rock-breaking) in Portion D of the Site. The complaint date was corresponded to 17 August 2009.	<p><u>Findings/ Observations</u> Soil nailing, excavation, rock breaking and drilling, loading and unloading the materials were generally observed during monitoring period in August 2009. The monitoring results from 3 August 2009 to 31 August 2009 at NSR 8 showed the measured noise levels complied with the limit level in accordance with the EIAO-TM. The contractor and the environmental team were also undertaken site investigation on the subject area in response to the complaint. Noise mitigation measures should be enhanced continuously due to this complaint.</p> <p><u>Conclusion/Proposed Action</u> The documented complaint for noise is considered to trigger the action level and the Contractor was reminded to enhance the on-site noise mitigation measures continuously. The enhanced mitigation measures are recommended as follows:</p> <ul style="list-style-type: none"> • Movable noise barriers had been placed towards the direction of Long Bench Garden, particular for the pipe pile works in the portal. • Tools box talk for construction team was carried out for reminding that the movable barrier should be placed to the breaking activities as much as possible. • The existing noisy 25 ton rock breaker had been replaced by the other breaker. • A joint filler wall had been fixed on the vertical face of west bound to absorb the noise generated towards Long Beach Garden. <p>Noise monitoring frequency was increased twice per</p>	Closed

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					week by ET due to this complaint. The measured noise levels were complied with the limit level in accordance with the EIAO-TM. No further complaint was received from Long Bench Garden within the reporting month.	
10	CIR-009	22 August 2009 at Outfall	Public through SOR	A complaint (SOR ref: (DC/2007/12)/M45/500/02628) was received from Greenview Terrace regarding to daytime construction noise level (Leq(30min)) was sometimes exceeded 75 dB(A) at the outfall construction site. The complaint date was corresponded to 22 August 2009.	<p><u>Findings/ Observations</u> Soil nailing, excavation, rock breaking and drilling, loading and unloading the materials were generally observed during monitoring period in July and August 2009. The monitoring results from 6 July 2009 to 31 August 2009 at NSR 9 showed the measured noise levels complied with the limit level in accordance with the EIAO-TM. The contractor and the environmental team were also undertaken site investigation on the subject area in response to the complaint. Noise mitigation measures should be enhanced continuously due to this complaint.</p> <p><u>Conclusion/Proposed Action</u> The documented complaint for noise is considered to trigger the action level and the Contractor was reminded to enhance the on-site noise mitigation measures continuously. The enhanced mitigation measures are recommended as follows:</p> <ul style="list-style-type: none"> • A staff from the Contractor was designated to take the reading of Leq (5mins) at the roof of Greenview Terrace. In case of the Leq (5min) exceed 73 dB(A), the Contractor would re-schedule the noisy plants to mitigate the escalation of noise level. • The designated staff was reminded to record all the weather condition including raining and wind speed. • Tools box talk for the Contractor's Team was carried out for reminding that the movable barrier 	Same Case with Complaint No. 11

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					<p>should be placed to the breaking activities as much as possible.</p> <ul style="list-style-type: none"> • Movable noise barriers were placed on site and the movable noise barriers were also modified. • Existing 25 ton rock breaker had been replaced by the another breaker. • The breaking tap of the 25 ton rock breaker had been replaced by another breaking tap. • A joint filler wall was installed at the vertical face of westbound to mitigate the noise rebound from the vertical face to high level of Greenview Terrace. <p>From the additional monitoring data and monitoring data under regular EM&A requirements, noise level ($L_{eq, 30 \text{ min}}$) from 6 July to 31 August 2009 was in the range of 71 to 74 dB(A) to the nearest integer. The noise monitoring frequency was maintained in twice per week to check whether the mitigation measures are effective. From the information of the Contractor, all the mitigation measures were implemented on 31 August 2009. Noise levels ($L_{eq, 30 \text{ min}}$) were also re-measured after the implementation of the mitigation measures. Noise level ($L_{eq, 30 \text{ min}}$) from 4 Sep to 28 Sep 2009 was in the range of 70 to 73 dB(A) to the nearest integer after the implementation of the mitigation measures. In our investigation, there was no exceedance of the measured noise level at Greenview Terrace.</p>	
11	CIR-010	24 September 2009 at Outfall	Public through SOR	A complaint (SOR ref: (DC/2007/12)/M45/500/02749) was received from Greenview Terrace regarding to daytime construction noise level	<p><u>Findings/ Observations</u></p> <p>Soil nailing, excavation, rock breaking and drilling, loading and unloading the materials were generally observed during monitoring period in July and September 2009. The monitoring results from 6 July 2009 to 29 October 2009 at NSR 9 showed the</p>	Follow-up

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				(Leq(30min)) was sometimes exceeded 75 dB(A) at the outfall construction site.	<p>measured noise levels complied with the limit level in accordance with the EIAO-TM. The contractor and the environmental team were also undertaken site investigation on the subject area in response to the complaint. Noise mitigation measures have been enhanced continuously due to this complaint.</p> <p><u>Conclusion/Proposed Action</u></p> <p>The documented complaint for noise is considered to trigger the action level and the Contractor was reminded to enhance the on-site noise mitigation measures continuously. The enhanced mitigation measures were implemented as follows:</p> <ul style="list-style-type: none"> • A staff from the Contractor was designated to take the reading of Leq (5mins) at the roof of Greenview Terrace. In case of the Leq (5min) exceed 73 dB(A), the Contractor would re-schedule the noisy plants to mitigate the escalation of noise level. • The designated staff was reminded to record all the weather condition including raining and wind speed. • Tools box talk for the Contractor's Team was carried out for reminding that the movable barrier should be placed to the breaking activities as much as possible. • Movable noise barriers were placed on site and the movable noise barriers were also modified. • Existing 25 ton rock breaker had been replaced by the another breaker. • The breaking tap of the 25 ton rock breaker had been replaced by another breaking tap. • A joint filler wall was installed at the vertical face of westbound to mitigate the noise rebound from the vertical face to high level of Greenview Terrace. 	

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					From the additional monitoring data above and the regular monitoring under EM&A requirements, the measured noise levels were complied with the limit level in accordance with the EIAO-TM. From the noise level on 25 September 2009 and 2 October 2009, the trend of noise level seemed to be increased since the decoration work at 14/F Greenview Terrace was the domain noise source during the monitoring. The noise level during that time would be considered for reference only. There was no exceedance of the measured noise level at Greenview Terrace in our investigation.	
12	CIR-011	2 October 2009 at I-3	Public through EPD	EPD has received a complaint (EPD ref: EP3/N22/RW/22016-09) regarding to construction dust at the Intake-3 on 2 October 2009.	<p><u>Findings/ Observations</u></p> <p>There is no representative air monitoring location as stated in the EM&A Manual. The contractor and the environmental team were undertaken site investigation on the subject area at 08-Oct-09 in response to the complaint. Air quality mitigation measures as recommended in EIA have been implemented by the Contractor. However, the dust impact by exposed area could be further improved. The mitigation measures during the site investigation were observed as follows:</p> <ul style="list-style-type: none"> • Water spraying was provided to the exposed surface. • Wheel washing facilities for dump trucks was provided at the site exit. • Water spraying was provided during excavation and loading/unloading works <p><u>Conclusion/Proposed Action</u></p> <p>Based on our site inspection, the complaint for dust is</p>	Follow-up

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					considered justifiable as it is due to windy erosion on the exposed surface. 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 season, the haul road and the exposed area would be dry very quickly. The Contractor was recommended to provide water spraying more frequently especially in the dry season.	
13	(DC/2007/12)/M45/500/2923 & email on 11 November 2009 from MCSJV	9 November 2009 at Outfall	Greenview Terrace through EPD	Movable noise barrier was not placed close enough to the piling machine.	<p><u>Immediate Action</u> The rig was re-orientated and the barrier was placed closed to the drilling head.</p> <p><u>Follow-up Action</u></p> <ul style="list-style-type: none"> • Training was conducted to the operator to ensure that the workers aware that the barrier should be placed closed not the drilling head not the machine itself. • In order to prevent future occurrence, a permit to dig system was adopted. It should be checked by the Contractor and endorsed by the SOR before starting the drilling rig. <p>The follow up action was checked and a permit to dig system has been implemented.</p>	Closed
14	(DC/2007/12)/M45/500/2978 & email on 19 November 2009 from MCSJV	18 November 2009 at Outfall	Greenview Terrace through EPD	Rock-breaking activity carried out in the eastern area of Portion D, closest to Greenview Terrace, was not totally screened and line of sight of the breaker was observed from the NSR.	<p><u>Follow up Action</u></p> <ul style="list-style-type: none"> • The bamboo scaffold was extended further away from stage 3 scaffold to further screen off the activities to the Greenview. The length of the extension was about 8 to 10 m. • A strong reminded was given to the relevant staff and sub-contractor and the barrier should be placed in the right orientation before breaking. 	Closed

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					<ul style="list-style-type: none">The mitigation measures were strictly followed as stated in the proposal. The follow up action and relevant records was checked.	

Signed by Environmental Team Leader:



Date:

7 December 2009
