

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></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.</p> <p>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</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&amp;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 &amp; unloading excavated materials were observed during monitoring. In accordance with the EM&amp;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"> <li>• Water spraying was provided to the exposed surface.</li> <li>• Several automatic sprinklers were provided at the outfall construction site for water spraying of the haul road.</li> <li>• Water spraying was provided during dust generating works (e.g. rock breaking and soil nailing works).</li> </ul> <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>	Closed

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					<p>action &amp; 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>	
3	CIR-003	14 May 2009 at Outfall	Public through 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 2009.</p>	<p>The closest date to the complaint for the 1-hour TSP monitoring &amp; 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 &amp; 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"> <li>• For the idling plant, it should be switched off to reduce noise level generated.</li> <li>• 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.</li> <li>• 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 (<math>L_{eq, 30 \text{ min}}</math>) 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.</li> </ul>	

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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 &amp; 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.</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"> <li>• Water spraying was provided to the exposed surface.</li> <li>• Automatic sprinklers were provided at the outfall construction site for water spraying of the haul road.</li> <li>• Water spraying was provided during dust generating works (e.g. rock breaking and soil nailing works).</li> <li>• Tarpaulin was used for covering the dusty works in the Portal area.</li> </ul> <p><u>Conclusion/Remedial Action</u>                      The complaint is considered not justifiable since no action &amp; 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"> <li>• 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.</li> <li>• The designated staff was reminded to record all the weather condition including raining and wind speed.</li> <li>• 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.</li> <li>• Movable noise barriers were placed on site and the</li> </ul>	

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					<p>movable noise barriers were also modified.</p> <ul style="list-style-type: none"> <li>• Existing 25 ton rock breaker had been replaced by the another breaker.</li> <li>• The breaking tap of the 25 ton rock breaker had been replaced by another breaking tap.</li> <li>• 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.</li> </ul> <p>From the additional monitoring data and monitoring data under regular EM&amp;A requirements, noise level (<math>L_{eq, 30 \text{ min}}</math>) 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 (<math>L_{eq, 30 \text{ min}}</math>) were also re-measured after the implementation of the mitigation measures. Noise level (<math>L_{eq, 30 \text{ min}}</math>) 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 ( $L_{eq(30min)}$ ) was sometimes more than 80 dB(A) and a large amount dust	<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 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 &amp; 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 (<math>L_{eq(30min)}</math>) 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"> <li>• 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.</li> <li>• The designated staff was reminded to record all the weather condition including raining and wind speed.</li> <li>• 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.</li> <li>• Movable noise barriers were placed on site and the movable noise barriers were also modified.</li> <li>• Existing 25 ton rock breaker had been replaced by the another breaker.</li> <li>• The breaking tap of the 25 ton rock breaker had</li> </ul>	

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					<p>been replaced by another breaking tap.</p> <ul style="list-style-type: none"> <li>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.</li> </ul> <p>From the additional monitoring data and monitoring data under regular EM&amp;A requirements, noise level (<math>L_{eq, 30 \text{ min}}</math>) 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 (<math>L_{eq, 30 \text{ min}}</math>) were also re-measured after the implementation of the mitigation measures. Noise level (<math>L_{eq, 30 \text{ min}}</math>) 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"> <li>• 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.</li> <li>• The designated staff was reminded to record all the weather condition including raining and wind speed.</li> <li>• 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.</li> <li>• Movable noise barriers were placed on site and the movable noise barriers were also modified.</li> <li>• Existing 25 ton rock breaker had been replaced by the another breaker.</li> <li>• The breaking tap of the 25 ton rock breaker had been replaced by another breaking tap.</li> <li>• 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.</li> </ul> <p>From the additional monitoring data and monitoring data under regular EM&amp;A requirements, noise level (<math>L_{eq, 30 \text{ min}}</math>) 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 (<math>L_{eq, 30 \text{ min}}</math>) were also re-measured after the implementation of the mitigation measures. Noise level (<math>L_{eq, 30 \text{ min}}</math>) 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"> <li>• Movable noise barriers had been placed towards the direction of Long Bench Garden, particular for the pipe pile works in the portal.</li> <li>• 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.</li> <li>• The existing noisy 25 ton rock breaker had been replaced by the other breaker.</li> <li>• A joint filler wall had been fixed on the vertical face of west bound to absorb the noise generated towards Long Beach Garden.</li> </ul> <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"> <li>• 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.</li> <li>• The designated staff was reminded to record all the weather condition including raining and wind speed.</li> <li>• Tools box talk for the Contractor's Team was carried out for reminding that the movable barrier</li> </ul>	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"> <li>• Movable noise barriers were placed on site and the movable noise barriers were also modified.</li> <li>• Existing 25 ton rock breaker had been replaced by the another breaker.</li> <li>• The breaking tap of the 25 ton rock breaker had been replaced by another breaking tap.</li> <li>• 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.</li> </ul> <p>From the additional monitoring data and monitoring data under regular EM&amp;A requirements, noise level (<math>L_{eq, 30 \text{ min}}</math>) 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 (<math>L_{eq, 30 \text{ min}}</math>) were also re-measured after the implementation of the mitigation measures. Noise level (<math>L_{eq, 30 \text{ min}}</math>) 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>	Closed

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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"> <li>• 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.</li> <li>• The designated staff was reminded to record all the weather condition including raining and wind speed.</li> <li>• 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.</li> <li>• Movable noise barriers were placed on site and the movable noise barriers were also modified.</li> <li>• Existing 25 ton rock breaker had been replaced by the another breaker.</li> <li>• The breaking tap of the 25 ton rock breaker had been replaced by another breaking tap.</li> <li>• 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.</li> </ul>	

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					<p>From the additional monitoring data above and the regular monitoring under EM&amp;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.</p>	
12	CIR-011	2 October 2009 at I-3	Public through EPD	<p>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>	<p><u>Findings/ Observations</u></p> <p>There is no representative air monitoring location as stated in the EM&amp;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"> <li>• Water spraying was provided to the exposed surface.</li> <li>• Wheel washing facilities for dump trucks was provided at the site exit.</li> <li>• Water spraying was provided during excavation and loading/unloading works</li> </ul> <p><u>Conclusion/Proposed Action</u></p> <p>Based on our site inspection, the complaint for dust is</p>	Closed

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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"> <li>• 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.</li> <li>• 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.</li> </ul> <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"> <li>• 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.</li> <li>• A strong reminded was given to the relevant staff and sub-contractor and the barrier should be placed in the right orientation before breaking.</li> </ul>	Closed

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					<ul style="list-style-type: none"> <li>The mitigation measures were strictly followed as stated in the proposal.</li> </ul> <p>The follow up action and relevant records was checked.</p>	
15.	CIR-12	19 January 2010 at Intake-3 construction site	Public through EPD	EPD has received a public complaint (EPD ref: EP3/N22/RW/01270-10) regarding effluent discharge at Intake-3 construction site on 19 January 2010.	<p><u>Findings/ Observations</u>                      The effluent discharge on 19 January 2010 was due to the leakage of Gabion wall at I3. The water from the rock drilling work was flowing through the gap of the Gabion Wall to the watercourses at I3.</p> <p><u>Immediate Action</u>                      The contractor had sealed the gap at the Gabion Wall immediately after the incident.</p> <p><u>Conclusion/Proposed Action</u>                      Based on our site inspection, the complaint was due to leakage of Gabion wall. The area would be checked and maintained continuously to avoid recurrence case. The above identified mitigation measures have been implemented by the Contractor on 22 January 2010 and ET has also checked the implementation on 31 January 2010. The ET will closely inspect the watercourses during the routine site inspections and provide advice to the Contractor.</p>	Closed.
16	CIR-13	19 January 2010 at Intake-3 construction site	Public through EPD	EPD has received a public complaint (EPD ref: EP3/N22/RW/01319-10) regarding daytime construction noise at Intake-3 construction site on 19 January 2010.	<p><u>Findings/ Observations</u>                      The monitoring station concerned is NSR6 (i.e. at Squatter facing to the construction site). Excavation, soil nailing, rock drilling and breaking, loading and unloading the materials were generally observed during monitoring period in mid-January 2010. The measured noise levels in January 2010 complied with the limit level in accordance with the EM&amp;A Manual. These cases would also be treated as two action level exceedances on noise. The Contractor and the Environmental Team were also undertaken site</p>	Closed.

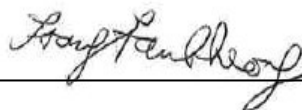
Complaint No.	Log Ref.	Date/Location	Complainant	Details of Complaint	Investigation / Mitigation Action	Status
					<p>investigation on the subject area in response to complaint. The noise mitigation measures during the site investigation were recommended as follows:</p> <ul style="list-style-type: none"> <li>• Sound insulation sheets were installed covering the working area during breaking and rock drilling in order to block the line of sight to the NSR.</li> <li>• Noise insulation materials were used to enclose the drilling rig tightly.</li> </ul> <p><u>Conclusion/Proposed Action</u>                      Based on the site inspection and monitoring results, the complaint was due to noise generated by rock breaking work. The identified mitigation measures have been discussed with the Contractor and the Contractor has submitted the remedial proposal. The proposal was implemented by the Contractor on 25 January 2010 and ET has also checked the implementation on 31 January 2010. The Contractor was also advised to review the mitigation measures from time to time near the NSR at I3. The ET will closely inspect the area during the routine site inspections and provide advice to the Contractor.</p>	
17	CIR-13	21 January 2010 at Intake-3 construction site	Public through EPD	EPD has received a public complaint (EPD ref: EP3/N22/RW/01444-10) regarding daytime construction noise at Intake-3 construction site on 21 January 2010.	Refers to Investigation /Mitigation Action for Complaint No. 16.	Closed
18	CIR-14	27 August 2010 near Intake-2 construction site	Public through DSD	DSD has received a public complaint regarding choked sewage manhole (MH1) at Lo Wai Road construction site on 27 August 2010.	<p><u>Findings/ Observations</u>                      During DSD inspection on 30 August 2010, improper discharge from the site to manhole, MH3, which is located downstream of MH1 was observed. ET had received those information from the Contractor on 09</p>	Closed

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					<p>September 2010. Site investigation was also carried out by SOR's representative with the Contractor on 01 September 2010. Checking with the site log, the construction activity at Lo Wai on 27 August 2010 was pipe jacking only. No site formation works was undertaken. The contractor and SOR's representative have undertaken site investigation on the subject area on 01 September 2010. On-site flow test at Portion G had conducted.</p> <ul style="list-style-type: none"> <li>● Maeda works area is located at the lower section of Lo Wai Road and manhole MH3 is adjacent to the works area. MH1 (choked sewage manhole) is located at the upper section of Lo Wai Road. MH2 manhole is located middle section of Lo Wai Road. MH1 and MH2 are outside the works area.</li> <li>● Water flow test for manhole MH2 and MH3 and no blockage was observed.</li> <li>● Sewage overflow was found at MH1 during the joint site inspection on 01 September 2010</li> <li>● It was reported that there were water pipes connected between the site and the MH3. Discharge was found in MH3 during DSD inspection.</li> <li>● The contractor claimed that the purpose of the water pipes was to direct the storm water and underground water inside the concrete pipe "pipe jacking".</li> <li>● There was no discharge license for that portion. The Contractor had stopped on 01 September 2010 the water pumping to MH3 and apply the discharge license for the Lo Wai site.</li> </ul> <p><u>Conclusion/Proposed Action</u>                      Based on the joint site inspection, the choked manhole MH1 was not due to works activities. The Contractor had clean up the choked manhole MH1</p>	

Complaint No.	Log Ref.	Date/Location	Complainant	Details of Complaint	Investigation / Mitigation Action	Status
					and no sewage overflow from MH1 was observed. The Contractor was requested to divert the storm water to desilting system prior to discharge while no such discharge can be made until a valid discharge license is granted. The ET will closely inspect the vicinity area during the routine site inspections and provide advice to the Contractor as necessary.	
19&20	CIR-15	17 November 2010 at outfall construction site	Public through EPD	EPD has received a public complaint (EPD ref: EP3/N22/RW/24002-10 and EP3/N22/RW/24006-10) regarding daytime construction noise about derrick barge squeaking and rock breaking at Outfall construction site on 17 November 2010.	<p><u>Findings/ Observations</u>                      Drilling, excavation, marine mud dredging, rock breaking, mucking-out process and crane operation were observed during site inspections on 2 and 17 December 2010. The monitoring results measured on 15 November 2010 and 25 November at NSR 9 showed that the measured noise levels complied with the limit level (75 dB(A)) in accordance with the EIAO-TM. As part of the investigation of the noise complaints, the Contractor and the ET conducted additional site inspections and reviewed and audited the current noise mitigation practices and the Contractor's environmental performance on-site.</p> <p><u>Conclusion / Proposed Action</u>                      The documented complaints for noise triggered the action level of the noise monitoring. The Contractor had implemented the following on-site noise mitigation measures:</p> <ul style="list-style-type: none"> <li>● Erection of temporary noise insulation sheet at the rim of the spiral ramp construction site;</li> <li>● Moveable barriers for rock breaker;</li> <li>● Wrapping noise absorptive material at the rock breaker head;</li> <li>● Tailor made noise enclosure for drilling rig;</li> <li>● Semi-enclosed muck out process at muck hopper;</li> </ul>	Closed

Complaint No.	Log Ref.	Date/Location	Complainant	Details of Complaint	Investigation / Mitigation Action	Status
					<ul style="list-style-type: none"> <li>● Use of rock splitter (which is a relatively quieter method in contrast to rock breaker); and</li> <li>● Noise insulation blanket enclosing the crane engine of derrick barge.</li> </ul> <p>Noise monitoring was increased to twice per week and the results were reported in the Complaint Investigation Report submitted on 24 December 2010. The measured noise level after implementation of the noise mitigation measures ranged from 69 to 73 dB(A) to the nearest integer and complied with the limit level in accordance with the EIAO-TM. The results showed that noise mitigation measures were effective. The contractor was advised to review the mitigation measures from time to time near the NSR 9. The ET would closely inspect the area during the routine site inspections and provide advice to the Contractor.</p>	

Signed by Environmental Team Leader:



Date:

1 January 2011