

COMPLAINT LOG

Log Ref.	Data/Location	Complainant / Data of Contract	Details of Complaint	Investigation / Mitigation Action	File 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 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, 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 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</p>	Closed

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				<p>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 2009.</p>	<p><u>Findings/ Observations</u></p> <p>Regular 1-hour TSP and daytime construction noise monitoring, in accordance with EM&A Manual are performed by Environmental Team. The monitoring station concerned is ASR9 and NSR9 (i.e. at the podium level of Greenview Terrace facing to the construction site) and the distance between the construction site and the monitoring station is approximately 90m.</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. In accordance with EIAO-TM, the daytime construction noise limit is 75 dB(A) for NSR9. The measured noise levels complied with the limit level in accordance with the EIAO-TM. Since a complaint was received at NSR9, these case had been treated an action level exceedance on noise and reported in the EM&A report (May 2009). In addition, all 1-hour TSP concentrations at ASR9 were below the established Action and Limit Levels. No 1-hour TSP exceedance was recorded including all monitoring events in April and May 2009.</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. The mitigation measures during the site investigation were observed as follows:</p> <p><u>Air Quality</u></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. 	Follow-up

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				<ul style="list-style-type: none"> • Water spraying was provided during rock breaking and soil nailing works. <p><u>Noise</u></p> <ul style="list-style-type: none"> • Quiet equipment e.g. generator and air compressor was used on-site. • The equipments are generally maintaining in good operation condition. • Few sound insulation sheets were used during rock breaking. <p><u>Conclusion/Remedial Action</u></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 2nd measurement on 27 May 2009 was also taken after all the measures implemented. The noise level ($L_{eq, 30 \text{ min}}$) was 70.9 dB (A), which comply with the limit level in accordance with the EIAO-TM. 	

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.