

**Environmental Complaints Log**

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
100321a	21/3/2010	ICC Case no. 1-224618029, Ms. Tsang	Location near Tin Hau	Complaint regarding the loud noise and dark smoke in the course of dredging works on 21 March 2010 (Sunday).	<ol style="list-style-type: none"><li>1) A valid Construction Noise Permit no. GW-RS0119-10 was granted from EPD since 18<sup>th</sup> Feb. 2010 for the dredging works which carry out at area for North Point Reclamation.</li><li>2) Officer from Marine Department, Police and EPD's officer attended the scene for inspection and investigation.</li><li>3) The Contractor (CHEC-CRBC JV) strictly comply all the conditions in CNP and take all mitigation measures in order to minimize the potential impacts to surrounding sensitive receivers. A formal letter was issued out by CHEC-CRBC JV and to explain the status of the recent construction activities.</li><li>4) No limit level exceedance was recorded on the noise measurement during day time and evening time noise measurement on 23 March 2010. Additional restrict hours noise monitoring at Causeway Bay Community and City Garden was conducted on 5 April 2010 (Public Holiday). No limit level exceedance was recorded in the monitoring.</li><li>5) No further complaints were received from Mr. Tsang in the reporting month. The complaint is considered closed.</li></ol>	Closed
100321b	21/3/2010	Unknown	Near the eastern breakwater of the Causeway Bay Typhoon Shelter	A public complaint and enquiry regarding loud noises emanated from dredging activities on 21/3/2010 (Sunday) until 2220 hours and between 1920-1946 hours in the evening of 22 March 2010(Monday).	<ol style="list-style-type: none"><li>1) A valid Construction Noise Permit no. GW-RS0119-10 was granted from EPD since 18<sup>th</sup> Feb. 2010 for the dredging works at area for North Point Reclamation during general holidays including Sunday between 0700-2300 hours and any day not being a general holiday between 1900-2300hours. It is complied with the condition of CNP.</li><li>2) Officer from Marine Department, Police and EPD's officer attended the scene for inspection and investigation.</li><li>3) No limit level exceedance was recorded on the noise measurement during day time and evening time noise measurement on 23 March 2010. Additional restrict hours noise monitoring at Causeway Bay Community and City Garden was conducted on 5 April 2010 (Public Holiday). No limit level exceedance was recorded in the monitoring.</li><li>4) No further complaints were received in the reporting month. The complaint is considered closed.</li></ol>	Closed



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100504	4/5/2010	Public complainant received by ICC (ICC case: 1-233384048)	Watson Road	Complaint on the noise nuisance due to the large scale of dredging machine (face to Island East Corridor) in particular the hours 1900 to 0800 and request to reduce the noise level.	<ol style="list-style-type: none"><li>1) Contractor for HY/2009/11 was granted valid Construction Noise Permit no. GW-RS0119-10 for their dredging works. Contractor has implemented mitigation measures to reduce the working hour not later than 2230.</li><li>2) According to RSS 's record, no more daytime and night time dredging since the departure of the split hopper barge from the workplace on 29 April 2010 at 1900 hrs to 5 May 2010.</li><li>3) No further complaints were received in the reporting month. The complaint is considered closed.</li></ol>	Closed
100731	31/7/2010	Mr. Lee received by ICC (CC Case: 1-250702681)	Oil Street to Watson Road	Complaint on the noise nuisance due to the dredging works. Three construction plants were operated concurrently.	<ol style="list-style-type: none"><li>1) Contractor for HY/2009/11 was granted valid Construction Noise Permit no. GW-RS0371-10 for their dredging works.</li><li>2) There was only 1 grab dredger operated by Contractor within NPR project site area for dredging works.</li><li>3) No noise exceedance was recorded at noise monitoring station at Victoria Centre on 27 July and 3 August 2010 during daytime and evening time period.</li><li>4) It is considered as invalid from the EP and CNP point of view.</li></ol>	Closed
100812	12/8/2010	Mr. Wong, Harbour Heights (Management) Ltd.	Harbour Heights	Management office received their resident complained on the noise nuisance from the dredging works at the marine works area adjacent to the Harbour Height during the period from 0700 to 2200.	<ol style="list-style-type: none"><li>1) Contractor for HY/2009/11 was granted valid Construction Noise Permit no. GW-RS0371-10 for their dredging works. Contractor has implemented mitigation measures to reduce the working hour not later than 2230.</li><li>2) No noise exceedance was recorded at noise monitoring station at Victoria Centre on 10 and 17 August 2010 during daytime and evening time period.</li><li>3) It is considered as invalid complaint. No further complaints were received in the reporting month. The complaint is considered closed.</li></ol>	Closed



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101108	8/11/2010	Mr. Nip received by ICC (CC Case)	Sai Wan Ho	Visual concern around the seaside silt screen outside the WSD freshwater intake pump at Sai Wan Ho (Monitoring station ref no.. WSD15)	<ol style="list-style-type: none"><li>1) Contractor for HY/2009/11 has been regular checked of condition and removal of trapped rubbish before the dismantling of the floating silt screen to be replaced by wall mount silt screen.</li><li>2) Follow-up action had been immediately carried out to check and clear the floating refuse around the seaside silt screen after receipt of the complaint.</li><li>3) Removal of seaside silt screen outside the WSD freshwater intake (WSD15) by contractor HY/2009/11 was checked and confirmed dated 9 November 2010. Silt screen has been deployed into the existing steel frame at WSD15 for the protection of WSD salt water intake.</li></ol>	Closed
101110	10/11/2010	Mr. Wong, Harbour Heights (Management) Ltd.	Harbour Heights	Management office received their resident complained on the noise nuisance from the power mechanical equipment during the 0700 to 2200hrs	<ol style="list-style-type: none"><li>1) Contractor for HY/2009/11 was granted valid Construction Noise Permit no. GW-RS0870-10 for their dredging works during evening time. Contractor has implemented mitigation measures to reduce the working hour not later than 2230.</li><li>2) No noise exceedance was recorded at noise monitoring station at Victoria Centre on 4 and 10 November 2010 during daytime and evening time period.</li><li>3) It is considered as invalid complaint. No further complaints were received in the reporting month. The complaint is considered closed.</li></ol>	Closed
101203	3/12/2010, 01:45a.m.	The resident of Block 11, City Garden by ICC referral from Marine Department	North Point	Bad odour was generated from the dredging plant off North Point	<ol style="list-style-type: none"><li>1) The first investigation was carried out by Marine Department patrol in the morning on 3 Dec 2010 at around 10:00 and revealed that a few working barges were anchoring in the vicinity without carrying out dredging work.</li><li>2) A further specific investigation inspection on contractor's backhoe barge in the vicinity of City Garden was jointly conducted with Engineer Representatives (AECOM/RSS), and ET on 8 Dec 2010 at 11:30. No bad odour was noted during the investigation.</li><li>3) Routine dredging operation of the backhoe barge was performed during the jointed investigation inspection and it was revealed that no bad odour was attributed by the dredged materials inspected.</li></ol>	Closed
101206	6/12/2010	Ms Lui, the resident of 27/F, Block 10, City	City Garden, North Point	Two barges were generating noise at 22:00 on 6 December 2010 in which the noise from	<ol style="list-style-type: none"><li>1) ET confirmed the following information with resident site staff on the complaint:<ul style="list-style-type: none"><li>• It was referred to the filling operation at North Point</li></ul></li></ol>	Closed



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		Garden by ICC (ICC case: 1-266039336)		<p>filling operation was louder than the traffic noise &amp; visual impact was generated due to the spot-light pointing directly to the complainant flat, suspected the filling operation was part of Wanchai Development Phase II;</p> <p>Complainant also raised the same complaint to District Councillor, Mr. Hui on 7 Dec 2010 regarding the night-time noise and suspected earlier start of work at 06:30. Complaint also requested for limiting the plant operating hours from 09:00-21:00.</p>	<p>Reclamation of Central Wan Chai Bypass site area instead of part of Wanchai Development Phase II;</p> <ul style="list-style-type: none"> <li>• Two derrick barges were in operation at the time of complaint for placing 400 rockfill onto the excavation trench and for levelling the formation level to receive the pre-cast caisson seawall;</li> <li>• Flood light on the control mast of derrick barge have no lighting shields for the prevention of glare of flood lights;</li> <li>• No starting work on 7 Dec 2010 at 0630hours.</li> </ul> <p>2) PME used in restricted hours were checked and confirmed compliant with valid CNP no. GW-RS0870-10. The noise level recorded on 6 Dec 2010 was complied with the noise criteria during restricted hour;</p> <p>3) It was found that the occasional noise nuisance might be caused by the hitting or scratching onto the rock surface during loading down the grab onto the Grade 400 rockfill;</p> <p>4) The absence of the lighting shields at flood light results in visual glare to the complainant at night-time.</p> <p>5) Contractor was advised to minimize the finishing time of placing Grade 400 rockfill at 2100hrs and switch off all unnecessary flood lights apart from the light for the safety and security purpose;</p> <p>6) No further complaint was received after implementation of proposed measures</p>	
110415	15/04/2011	The resident, Mr Law at Victoria Centre by ICC (ICC#1-281451236)	North Point	A dust generation and a concern of mosquitoes breeding complaint in which suspected the filling operation was part of North Point Reclamation.	<p>1) The concerned stockpile was a working stockpile under Contract HY/209/15 and was covered at night time after work.</p> <p>2) Water spraying on the haul road and potential dust generating material at least 4 times a day was conducted by contractor that complies with the requirement.</p> <p>3) It is considered invalid but preventive actions can be taken because the stockpile is relatively large and easily visible by complainant.</p> <p>4) It was recommended that increasing the frequency of water spraying shall be conducted to all potential dust generating materials and activities. Besides, Contractor should consider to cover the idle part of the stockpile</p> <p>5) The concern of mosquitoes breeding is out the scope of EM&amp;A, the follow-up action is not reported in this monthly EM&amp;A report.</p>	Closed



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110419	19/04/2011	Ms Chiu at Victoria Centre at Victoria Centre by ICC (ICC# 1-272874759)	North Point	The episode of night noise on 19/4/11 and 20/4/11 at 2:50 am and the noise lasted for 30 minutes per night.	<ol style="list-style-type: none"><li>1) According to the RSS's record, there was no construction works undertaken under the EP-356/2009 during the concern time period.</li><li>2) There was no abnormal real-time noise monitoring data recorded in RTN1 - FEHD Hong Kong Transport Section Whitefield Depot which is next to the Victoria Centre.</li><li>3) It is considered as invalid complaint under this Project.</li></ol>	Closed
110617	9/06/2011	Mr. Law from Victoria Centre Management Office	North Point	An odour nuisance suspected generating from the discharge point – Channel T at Watson Road in part of the site area was related to CWB under Contract no. HY/2009/11	<ol style="list-style-type: none"><li>1) The complaint was received by ET on 13 Jun 2011. During the weekly site inspection on 7 and 17 June 2011, there was no any odour impact detected in the site area.</li><li>2) According to the site record, there was muddy water discharged from the unknown source at upstream of Channel T during heavy rainstorm. No any site surface runoff to the Channel T and out of site boundary was observed in the inspection.</li><li>3) In order to prevent muddy water washing out to the water body under heavy rainstorm, a silt curtain was installed at the outfall of the channel by Contractor. ET confirmed with the Resident Site Staff that a silt curtain was installed at the outfall of the channel to prevent muddy water washing out to the water body under heavy rainstorm. Besides, regular cleaning of refuse in the channel has been conducted by Contractor.</li><li>4) A further site investigation on 28 June 2011 revealed that no odour nuisance was detected at the upstream of the Channel T and no source of odour nuisance was identified at site. As such, it was concluded that the source of odour nuisance was not related to the Project works.</li><li>5) Although no source of odour nuisance was identified at site, the muddy water and dirt from the unknown source at upstream of Channel T may cause a potential smell during low tide and low water flow. Contractor was reminded to remove the silt curtain at the channel on non-rainy day so as to avoid the accumulation of the sediment and dirt in the water channel.</li></ol>	Closed



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110709	09/07/2011	Mr. Au from City Garden Management Office	North Point	A complaint letter to Contractor HY/2009/11 was raised by Cayley Property Management Limit on 9 July 2011 regarding a series of pump breakdown events at seawater intake of City Garden on 4, 6, 7 and 8 July 2011. A lot of rubbish such as plastic bags, nylon bags, nylon-wire mesh was observed sucking from the seawater intake at the seawater front of Block 7 of City Garden affecting the operation of seawater pump plant.	<ol style="list-style-type: none"><li>1) Contractor conducted formation works for installation of caisson seawall at C27, C28, C29 and C30 on 4, 6, 7 and 8 July 2011 and no dredging work was conducted during this time period</li><li>2) Water mitigation measures of an 80m long silt curtain at the site boundary in front of City Garden Relocation of silt curtain and silt curtain at the outfall of the channel were provided and maintained to accommodate the site works. All vessels are equipped with rubbish collection facilities and disposed the rubbish regularly. Also, daily cleaning actions had been taken by contractor to minimize floating refuse within the site boundary.</li><li>3) Moreover, it has been reported several times that discharged from outfall pipeline outside the site boundary near the intake of the pump maybe considered as another source of rubbish generation.</li><li>4) Referring to the record provided by Cayley Property Management Limit, the trapped rubbish was unlikely generated from the construction works. It was considered that complaint is invalid and not related to project.</li></ol>	Closed
110710	09/07/2011	Complainant by ICC (ICC no. 1-301520309)	North Point	It was received at 00:56 on 10 July 2011. There was complained a derrick barge unloading rockfill material off the shore facing the Harbour Grant HK Hotel causing noise nuisance.	<ol style="list-style-type: none"><li>1) ET confirmed with the Resident Site Staff that the complaint was referred to Contract HY/2009/15 for the loading and unloading of fill material at two barges operation in the sea at around 300m adjacent to Island Eastern Corridor (Oil Street Chainage) where is outside the Site of HY/2009/15 in the period of around 19:45 on 9 July to 1:00 on 10 July 2011.</li><li>2) The material loading and unloading operation processed in restricted hours was checked without a valid CNP. It was found that the operation was due to an unexpected water leakage of the hopper barge and considered an incident.</li><li>3) According to the incident report provided from RSS on 20 July 2011, around 7:30 pm the barge S22 was inclined slightly and slightly water leakage might occur. Due to marine safety concern, the hopper barge would open the hopper to release the contained materials in order to reduce the weight and stabilize the barge. In consider of slight water leakage, the operator decided to use the nearby Derrick Barge ST32 to help for unload the general fill materials first and the unloading operation was started at around 7:45pm, and end at around 1:00 am. Contractor was reminder to provide frequent check of vessel condition</li></ol>	Closed



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					so as to prevent recurrent by barge defect	
110723a	23/07/2011	Ms. Law at Victoria Centre by ICC no. 1-303887687	North Point	She concerned that Highways Department published a notice in their Management Office about construction works will be conducted from 0700 hours to 2300 hours during July to December 2011 including Saturday, Sunday and public holiday.	<ol style="list-style-type: none"> <li>1) It was referred by AECOM to ET on 28 July 2011</li> <li>2) RSS confirmed that the notice was prepared by Victoria Centre's Management office to their resident and the advice was only given on the extension construction works (for Contract HY/2009/15) to 7am-9pm from Monday to Saturday except Public Holidays and Sundays.</li> <li>3) As a mitigation measure to minimize the noise nuisance in the vicinity of the residents, rock breaking activities will be started at 8am and is expected to be completed by mid-August 2011.</li> <li>4) No noise exceedance was recorded at construction noise monitoring station at Victoria Centre on 19 and 25 July 2011 during daytime while breaking and excavation works were undertaken during monitoring.</li> <li>5) In conclusion, it was related to the construction works under Contract HY/2009/15 and mitigation measure was provided. The complainant was satisfied with the arrangement and no further complaint was received after proposed measures.</li> </ol>	Closed
110723b	23/07/2011	Ms. Yau at Block 2, Victoria Centre by ICC no. 1-304013959	North Point	Reclamation work was conducted at Causeway Bay Typhoon Shelter at 7am on 23 July 2011. She complained that the works shall be started later to minimize the noise nuisance to the vicinity of the residents in early morning	<ol style="list-style-type: none"> <li>1) It was referred by AECOM to ET on 8 August 2011</li> <li>2) With reference to the construction noise monitoring at Vitoria Centre, no exceedance was recorded on 19 and 25 July 2011 during daytime while breaking and excavation works were undertaken during monitoring</li> <li>3) As a mitigation measure to minimize the noise nuisance in the vicinity of the residents, rock breaking activities will be started at 8am and is expected to be completed by mid-August 2011.</li> <li>4) In conclusion, it was related to the construction works under Contract HY/2009/15 and mitigation measure was provided. The complainant was satisfied with the arrangement and no further complaint was received after proposed measures.</li> </ol>	Closed
110727a	27/07/2011	Mr. Law from Victoria Centre Management Office by ICC no. 1-304616162	North Point	It was complained by Mr. Law from Victoria Centre Management Office on 27 July 2011 regarding construction noise generated by the construction operations of	<ol style="list-style-type: none"> <li>1) It was referred by AECOM to ET on 28 July 2011</li> <li>2) RSS confirmed to start the rock breaking activities for Contract HY/2009/15 at 8am as a mitigation measure to minimize the noise nuisance in the vicinity of the residents.</li> <li>3) No noise exceedance was recorded at construction noise</li> </ol>	Closed



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				Central-Wanchai Bypass at noon rather than in morning at 7am.	<p>monitoring station at Victoria Centre on 25 July and 4 August 2011 during daytime while breaking and excavation works were undertaken during monitoring.</p> <p>4) In conclusion, it was related to the construction works under Contract HY/2009/15 and mitigation measure was provided. No further complaint from complainant was received after proposed the mitigation measure.</p>	
110727b	27/07/2011	Ms. Chiu by ICC no.1-304615409	North Point	Noise nuisance from the excavation works for the Highways Department adjacent to the Victoria Centre was conducted from 7am	<p>1) It was referred by AECOM to ET on 28 July 2011</p> <p>2) With reference to the construction noise monitoring at Vitoria Centre, no exceedance was recorded on 25 July and 4 and 10 August 2011 during daytime while breaking and excavation works were undertaken during monitoring.</p> <p>3) As a mitigation measure to minimize the noise nuisance in the vicinity of the residents, rock breaking activities will be started at 8am.</p>	Closed
	08/08/2011				<p>4) However, complainant did not satisfy with the response on the noise nuisance from the rock-breaking during morning in front of Victoria Centre and then further complaint via 1823 on 7 August 2011.</p> <p>5) Highways contacted the complainant on 15 August 2011 that the noisy rock breaking operation had been completed.</p> <p><i>Remarks: There will be counted as two complaints in this complaint log.</i></p>	
110810	10/08/2011	Mr. Yip by ICC no. 1 - 306740207	North Point	Muddy water was discharged from work site to the seafront near Oil Street during heavy rain. The environmental protection measures were not good enough and are needed to rectify.	<p>1) It was referred by AECOM to ET on 17 August 2011.</p> <p>2) Confirmed with RE, Muddy water was caused by a heap of earth being washed to the sea by heavy rain. The heap of earth was referred as a small stockpile placed close to the seafront in front of Oil Street within the site area under handover transition period from contract HY/2009/11 to contract HY/2009/19. The necessary mitigation measures to protect the small stockpile against rainfall were missing at the time of complaint.</p> <p>3) Due to the missing of mitigation measures to protect the small stockpile during handover transition period, loose material was washed into the harbour when heavy rain came. Muddy water was formed and dispersed in the sea that caused the water quality and visual concern to the public. The complaint was considered as valid.</p> <p>4) Contractors were advised to relocate the loose materials</p>	Closed





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					away from the coastline as far as practicable. Any loose material placed which needed to be placed near the coastline shall be properly compacted or covered as appropriate. To avoid any further environmental deficiency, Contractors shall ensure all necessary environmental mitigation measures will not be missing during site area handover.	
110826	26/08/2011	Grand Hyatt and a complainant by ICC	Wan Chai	Construction noise and vibration nuisance generated from the works at Convention Avenue and inside the HKCEC1 reclamation area.	<ol style="list-style-type: none"> <li>1) Confirmed with the Resident Site Staff that the construction works were referred to the Contractor HK/2009/01.</li> <li>2) The Excavator mounted breaker at Convention Avenue and Drilling rig at HKCEC1 reclamation area were the dominant construction noise source during this period.</li> <li>3) The drilling rig at HKCEC1 reclamation area and excavator mounted breaker at Convention Avenue were then temporary suspended after received the complaint.</li> <li>4) Investigation revealed that the erected noise barrier (4m cantilevered movable noise barrier for the drilling rig and 1m movable noise barrier for the excavator mounted breaker) were not located close to the plants to provide adequate noise screening.</li> <li>5) Contractor was advised to avoid concurrent operation of construction plants at site. Further enhancement of movable noise barriers at HKCEC1 and providing noise enclosure for the excavator mounted breaker at Convention Avenue are needed.</li> <li>6) Further site investigation and checking on 31 August and 7 September 2011 revealed that the implemented noise mitigation measures were in proper and minimize the noise impact.</li> </ol>	Closed
110826A	26/08/2011	A complaint letter from Mr. Au of Cayley Property of City Garden	North Point	Harbor front adjacent to their cooling water intake suction which caused 3 times of system breakdown of the sea water pump on 9, 22 and 25 August 2011.	<ol style="list-style-type: none"> <li>1) It was referred by AECOM to ET on 29 August 2011. Confirmed with the Resident Site Staff that the <ul style="list-style-type: none"> <li>• construction works were referred to the Contractors HY/2009/11 and HY/2009/19.</li> <li>• The pump is located on the site area of HY/2009/19</li> <li>• A temporary garbage defender was installed on 23 July 2011 by HY/2009/11 and the shape of the defender was adjusted on 8 August 2011 in order to exclude the outfall.</li> <li>• An ad hoc inspection of the effectiveness of garbage defender was conducted with RSS (CWB project</li> </ul> </li> </ol>	Closed



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					<p>team), contractor of HY/200911 and HY/2009/19 and IECOn 29 August 2011. Inspection report of it was submitted to RSS on 19 September 2011.</p> <ul style="list-style-type: none"><li>• Daily cleaning near the water intake was conducted twice a day by contractor HY/2009/19.</li><li>• In response to City Garden request, the contractors have set up the temporary garbage defender in function and collect the floating refuses, but cannot eliminate all refuses, in particular the refuse coming from the seabed</li></ul> <p>2) According to the complaint letter from Cayley Property, the outcomes of the preventive measures were not complying with their expectation.</p> <p>3) During on-site inspection, floating refuses observed occasionally outside the garbage defender. No conclusion could be made for the source of these floating refuses. On the other hand, some of the refuses were observed floating behind the garbage defender during investigation.</p> <p>4) All daily cleaning actions had been taken by contractor to minimize floating refuse inside the construction site.</p> <p>5) It was noted that the cooling water intake was accessible to the public. As such, fish breeding and fishing activities were observed even though a notice has already hoisted. Also, tripping of rubbish by the passers-by could result in a lot of rubbish accumulated around the intake point.</p> <p>6) Referring to the record provided by CPML, there were a lot of nylon/ plastic bags and nylon wire mesh that matched those rubbishes generated from the public activities.</p> <p>7) Contractors have fulfilled the requirement of site cleanliness and no exceedance was recorded during Water Quality Monitoring. It is considered the cause of this complaint is not related to project and environmental issue in this project as well. No more complaint received after ad-hoc inspection</p>	
111014	14/10/2011	The complainant, Ms. Tam complained via hotline 1823	Wan Chai	The polluted fumes and exhaust from the excavation by sub-contractor of CEDD on pedestrian way outside no.25 Harbour Road (in front of the Harbour Centre)	<p>1) RSS notified ET to carry out investigation on 17 October 2011.</p> <p>2) ET confirmed with the Resident Site Staff that the location of the excavator was within site area of Contract no. HK/2009/02 undertaking the water cooling main re-provision works along the Harbour Road. The plants including the excavator have been checked before using</p>	Closed



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					<p>at the site. However, the polluted fumes and exhausted from the excavator was caused due to insufficient maintenance of the plant after using at site.</p> <p>3) After receiving the complaint, the excavator was then removal off-site for checking and maintenance works on 17 October 2011.</p> <p>4) Contractor was reminded to enhance regular checking and maintenance to all plants at site.</p> <p>5) RSS has replied to the complainant on the arrangement of the measures taken on 17 October 2011. Complainant was satisfied with the response and follow-up action taken by the Contractor.</p>	