



Environmental Complaints Log

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
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.	1) It was referred by AECOM to ET on 28 July 2011 2) RSS confirmed that the notice was prepared by Victoria Centre 'a Management office to their resident and the advice was only given on the extension construction works (for Contract HY/2009/15) to 7am-9pm Monday to Saturday except Public Holidays and Sundays. 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. 4) No noise exceedance was recorded at construction noise monitoring station at Victoria Centre on 19 and 25 July 2011 during daytime and evening time period while breaking and excavation works were observed during monitoring. 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.	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	1) It was referred by AECOM to ET on 8 August 2011 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. 3) With reference to the construction noise monitoring at Victoria Centre, no exceedance was recorded on 19 and 25 July 2011 during daytime while breaking and excavation works were undertaken during monitoring 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.	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	1) It was referred by AECOM to ET on 28 July 2011 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. 3) No noise exceedance was recorded at construction noise monitoring station at Victoria Centre on 25 July and	Closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
				Central-Wanchai Bypass at noon rather than in morning at 7am.	4 August 2011 during daytime and evening time period while breaking and excavation works were observed during monitoring. 5) 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.	
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	1) It was referred by AECOM to ET on 28 July 2011 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. 3) As a mitigation measure to minimize the noise nuisance in the vicinity of the residents, rock breaking activities will be started at 8am. 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. 5) Highways contacted the complainant on 15 August 2011 that the noisy rock breaking operation had been completed. <i>Remarks: There will be counted as two complaints in this complaint log.</i>	Closed
	07/08/2011					
110730	30/07/2011	Mr. Tsui by ICC no. 1-305074350	Central	Construction noise generated by operations of Central-Interchange which is near the spa room at Four-Season Hotel. Also, the complaint enquired the commencement time of the construction on Saturday.	1) It was referred by AECOM to ET on 1 August 2011. 2) RSS confirmed that noisy plants from 2 vibratory hammers have been conducted in alternating manner for piling and drilling works for diaphragm wall construction. 3) With reference to the construction noise monitoring at IFC Western End of Podium, no exceedance was recorded on 4 August 2011 during monitoring while sheet piling works were undertaken during monitoring. 4) In order to reduce the noise impact to nearby noise sensitive receivers, Contractor has been implemented the following noise mitigation measures: - Erection of acoustic lining at the hoarding next to Four Seasons Hotel; - Temporary noise barrier with extended acoustic lining; - Reduced in plant such that only have one vibration hammer operating at the west side near Four	Closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					Seasons Hotel instead of 2 5) In conclusion, it was related to the construction works under Contract HY/2009/18 and mitigation measure was provided. The complainant was satisfied with the arrangement and no further complaint was received after proposed measures.	
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.	1) It was referred by AECOM to ET on 17 August 2011. 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. 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. 4) Contractors were advised to relocate the loose materials 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.	Closed
110817	17/08/2011	ICC no. 1-307657681	North Point	Visual impact generated by light from a large amount of spot-lights on the barge during mid-night nearby City Garden.	1) It was referred by AECOM to ET on 23 August 2011 2) RSS confirmed that some non-essential lights were turned on during night-time period which caused the nuisance to the nearby residents. In addition, absence of lighting shields at flood lights results in visual glare to the complainant at night-time. 3) Follow-up action had been taken by contractor that switches off all non-essential lights to minimized nuisance to the nearby residents. The complainant satisfied to the practice and no further complaint was received after that.	Closed
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	1) Confirmed with the Resident Site Staff that the construction works were referred to the Contractor HK/2009/01. 2) The Excavator mounted breaker at Convention Avenue	Closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
				reclamation area.	and Drilling rig at HKCEC1 reclamation area were the dominant construction noise source during this period. 3) The drilling rig at HKCEC1 reclamation area and excavator mounted breaker at Convention Avenue were then temporary suspended after received the complaint. 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. 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. 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.	
110826A	26/08/2011	A complaint letter from Mr. Au of Cayley Property of City Garden	North Point	Harbor front adjacent to their water intake suction which caused 3 times of system breakdown of the sea water pump on 9, 22 and 25 August 2011.	1) It was referred by AECOM to ET on 29 August 2011 2) Confirmed with the Resident Site Staff that the construction works were referred to the Contractors HY/2009/11 and HY/2009/19. 3) The pump is located on the site area of HY/2009/19 4) 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. 5) An ad hoc inspection of the effectiveness of garbage defender was conducted with RSS (CWB project 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. 5) Daily cleaning near the water intake was conducted twice a day by contractor HY/2009/19. 6) 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 come from sea bed from entering the intake. 6) According to the complaint letter from Cayley Property, the outcomes of the preventive measures were not complying with their expectation. 7) During on-site inspection, floating refuses observed	Closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					occasionally outside the garbage defender. No conclusion could be made for the source of these floating refuses. On the other hand, some of the floating refuses were observed immigrating in the protective zone during investigation 8) All daily cleaning actions had been taken by contractor to minimize floating refuse inside the construction site. It was noted that the intake (land side) is open access to public, so that many activities such as fishing, feeding fish were conducted there 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. 9) 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. 10) Contractors have fulfilled the requirement of site cleanness and no exceedance was recorded during Water Quality Monitoring. It is consider 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	
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)	1) RSS notified ET to carry out investigation on 17 October 2011. 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 reprovision works along the Harbour Road. The plants including the excavator have been checked before using 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. 3) After receiving the complaint, the excavator was then removal off-site for checking and maintenance works on 17 October 2011. 4) Contractor was reminded to enhance regular checking and maintenance to all plants at site. 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.	Closed
111104	04/11/2011	Mr. Liu from	Wan Chai	Complain about a tree near the	1) ET confirmed with the Resident Site Staff that	Closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
		LCSD complained via Contractor Complaint Hotline		site of pipe installation works outside Wan Chai Swimming Pool at Harbour Road, the status is not healthy and roof ball of two trees inside the site near Renaissance Hong Kong Harbour View Hotel at Convention Avenue were half cut.	<ul style="list-style-type: none">• A tree near the site of pipe installation works outside Wan Chai Swimming Pool at Harbour Road is the Tree no. TA1122 under Contract no. HK/2009/02. Leaves of a branch of this tree were shrivelled.• Two trees inside the site near Renaissance Hong Kong Harbour View Hotel at Convention Avenue are the tree nos. A160 and A161 under Contract no. HK/2009/01. Part of roof ball of these two trees was covered by the metal plate. 2) Independent Tree Specialists for these two inspected the trees. Contractor HK/2009/01 has taken the measure as recommend downgrading the soil level around the trunk base. Reinstating of the ground works will be conducted in mid-December 2011. For the tree no. TA1122 under Contract no. HK/2009/02, the brown leaves were removed and fenced the tree with orange net is provided to prevent damage of tree trunk by construction works. The distance between the tree and the edge of the trench is kept approximate 2m. Two Contractors were reminded to carry out regular watering to the trees within their site area.	
111106	06/11/2011	Police officer	Wan Chai	Construction noise generated from the site at about 6:30 a.m on 6 November 2011 and require to stop the machine operation	<ol style="list-style-type: none">1) According to the information reported by Contractor, one BC cutter and hoist were operated for Diaphragm Wall construction of Shatin-Central Link to inspect bentonite pipes and ensure no damages and all the joints are tightened in good position. Then, the subcontractor for Diaphragm wall, SAMBO Korean foreman stopped the engine of the BC cutter immediately. The police officer recorded the details and HKID number of the foreman and then left. Due to the different language communication between the police officer and the Korean foreman, no CNP was checked by the police officer.2) ET confirmed with the Resident Site Staff that same issue was also raised out by RSS at about 7:00a.m on the same day. Besides, it was confirmed that there is no valid Construction Noise Permit for the conducted construction works in the period between 2300 and 0700.3) Due to insufficient communication between Contractor HK/2009/01 and their Korean Sub-contractor, Korean Sub-contractor had not notified to Contractor before carrying out the inspection of the BC cutter, hoists and	Closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					bentonite pipes at about 6:00a.m to ensure no damages and all the pipe joints should be tightened and in good position. 4) Contractor was advised to enhance the communication between Contractor and sub-contractor and provide sufficient environmental training to all foreman and operators on restricted hour operation. Futhermore, Construction Noise Permit should be checked and in place for the construction works during restricted hour 5) This complaint was considered in relation to the conducted construction works during restricted hours without valid Construction Noise Permit. No more construction works were conducted during night time period. The construction works will be conducted in accordance with the time period stated in valid CNP. This complaint will be kept in view of any follow-up action from the relevant government activities.	
111212	12/12/2011	The complainant, Mr Tsui from IFCL's management office complained via hotline 1823	Central	A visual impact complaint from hotline 1823 was received by ET on 9 January 2011 (ICC Ref. No.: ICC#1-333037096 dated on 12 December 2011). The complaint, Mr Tsui was reported that visual nuisance caused by lighting in the construction site during night time.	1) RSS notified ET on 9 Jan 2012. 2) ET confirmed with the Resident Site Staff that A joint inspection was conducted by Mr Tsui and contractor on that night to see whether there is any improvement. 3) Due to safety reason, igniting enough lights should not be avoided in construction site. However, the light sources were not directed away from pointing to the sensitive receiver and results in visual glare to the complainant. 4) Confirmed with the Resident Site Staff the complainant was satisfied the new arrangement of the lights with contractor after the joint inspection. No further complaint received after that.	Closed
111220	20/12/2011	The complainant, Ms. Poon complained via hotline 1823 (ICC Ref. No.: ICC#1-334683841)	North Point	Construction air and noise nuisance generated that many trucks carrying construction materials driving along Watson Road and Oil Street and possibly entering/leaving the construction site near the IEC during 0800 to 1900 hours.	1) RSS notified ET on 22 Dec 2011. 2) ET confirmed with the Resident Site Staff that the complainant cannot identify whether the trucks were working under the CWB project or not. 3) The dominant construction air and noise nuisances were emitted by the trucks along Oil Street and Waston Road, however, this is the public road for all vehicles. Reviewing the air quality monitoring and noise monitoring results. No exceedance was recorded during this period. 4) Confirmed with the Resident Site Staff that they provided a contact no. for any future enquiries regarding	Closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					CWB project to the complainant and she was satisfied on the arrangement and no further complaint was received after that.	
111230	30/12/2011	Residents of Harbour Heights	North Point	Construction air and noise nuisance generated by construction vehicles were found parked illegally at King Wah Road and lining up at Oil Street without the engine turning off.	1) RSS notified ET on 6 January 2011. 2) ET confirmed with the Resident Site Staff that a number of construction activities are concurrently proceeding in the vicinity of Oil Street, King Wah Street and a private development project in King Wah Street 3) The dominant construction air and noise nuisances were emitted by the trucks along Oil Street and King Wah Road, however, this is the public road for all vehicles. Reviewing the results of air quality monitoring station (CMA1b) and noise monitoring (M4b). No exceedance was recorded during this period. Site inspections for HY/2009/19 were conducted on 4 January 2012. The condition of the site access at Oil Street and the public road nearby were found satisfactory. It is noted that HyD also allow and encourage their contractors to maximize the use of marine access, where available, to work sites, so as to minimize burdening nearby public roads. When land trips are unavoidable, they require contractors to tidy up their construction vehicles before leaving works sites. No contractor under CWB project parked their vehicles illegally at King Wah Street, and HyD still reminded them not to commit such offence. 4) According to HyD's staff replied the complaint letter on 10 January 2012, there is a private development project under construction at King Wah Road. To access these works sites, construction vehicles have to use public roads nearby. No further complaint received after HyD's reply.	Closed
120118	18/01/2012	N/A	North Point	A complaint regarding a tree located in front of Victoria Centre under IECL was covered by one meter mud without any protection. The complainant concerns the health of the tree in such condition.	1) RSS notified ET on 20 January 2012. 2) ET confirmed with the Resident Site Staff that The tree is inside the site area of HY/2009/19 and The Botanical name of the tree is Ficus superba var. japonica and the I.D. of the tree is UT48 3) According to the information provided by RSS on 20 Jan 2012, the tree shall be felled that has been approved by DLO on 29 August 2011. Moreover, the tree was felled	Closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					by contractor on 19 January 2012. 4) No further complaint received after HyD's reply.	
120305	03/03/2012	Resident of Harbour Heights complained via hotline 1823 (ICC Ref. No.: ICC#1-344632511)	North Point	A complaint regarding excessive noise from construction sites of CWB was observed outside Harbour Heights from Monday to Saturday before 8am. The plants were frequently turned on before 7:30am creating nuisance. The complainant requested a speedy follow-up and reply from relevant department.	1) RSS notified ET on 5 March 2012. 2) ET confirmed with the Resident Site Staff that PME for diaphragm wall construction started to operate at about 7:30am whilst the other PME, including those for land bored piling work, started to operate after 8am. 3) After reviewing the results of noise monitoring (M4b), no exceedance was recorded during daytime period and the noise level were below 75dB(A). Site inspection for HY/2009/19 was conducted on 7 March 2012. The condition of noise mitigation measures near Harbour Heights was found satisfactory. RSS confirmed that no operation was active before 7:00am everyday. The suspected nuisance was to be considered caused by the PME for diaphragm wall construction. A surprise check was performed on 13 March 2012 by RSS. It was found that no noisy PME was in operation by Contractor of HY/2009/19 before 8am, and the construction noise level was minimal and not disturbing. The noise level and operation time both complied with statutory requirements set up in NCO. 4) Complainant called ICC on 8 March 2012 to confirm HyD has provided a response. No further complaint was received after the response.	Closed
120405	05/04/2012	N/A	North Point	A complaint regarding excessive noise from construction sites of CBTS was observed daily before 7:30am except on public holidays, and the noise source was mainly from piling works. The complainant requested that construction works should start after 8:30am to avoid nuisance to nearby residents and a speedy follow-up and reply.	1) RSS notified ET on 5 April 2012. 2) ET confirmed with the Resident Site Staff that no piling works were performed during the concerned period. 3) After reviewing the results of noise monitoring (M2b and M3a), no exceedance was recorded during daytime period and the noise level was below 75dB(A). Site inspection for HY/2009/15 was conducted on 10 April 2012. The condition of noise mitigation measures around CBTS was found satisfactory. RSS confirmed that no pilings were performed during the concerned period. The major works included drilling, diaphragm wall construction and excavations. 4) HyD made a reply to the complainant on 16 April	Closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					2012 via 1823. HyD replied that the current works at CBTS were drilling, diaphragm wall construction and deep excavations. In order to minimize the noise generated from the above works, the Contractor had erected temporary noise barriers and provided noise blankets on plants. RSS would continue to work with the Contractor on the effectiveness of the environmental mitigation measures implemented on site. No further complaint was received after the response.	
120415	15/04/2012	The complainant Ms. Law, resident of Fu Lee Loy Mansion, complained via hotline 1823 (ICC Ref. No.: 1-351021108)	North Point	A complaint regarding excessive noise generated from a HyD project that is located at the connection point of CWB and IEC affecting nearby residents. Lately during the middle of the night (around 00:00 to 05:00), low frequency noise, which possibly came from the operating power generator and the barges which were parked along the Oil Street work site, were making a nuisance to the complainant and residents nearby. The complainant requested that relevant department should follow-up.	<ol style="list-style-type: none">1) RSS notified ET on 17 April 2012.2) ET confirmed with the Resident Site Staff that there was no operation of power generators for HY/2009/19 and HY/2009/17 (HY/2009/11 had no physical work on site) during the concerned period. Although there were a few barges mooring at the seafront of HY/2009/19, they were not in operation and hence no operational noise would be emitted.3) After reviewing the results of noise monitoring (M4b and M5b), no exceedance was recorded during day time period and the noise level was below 75dB(A). Site inspection for HY/2009/19 was conducted on 18 April 2012. The condition of noise mitigation measures near Harbour Heights were found satisfactory. RSS confirmed that no operation of power generators for HY/2009/19 and HY/2009/17 (HY/2009/11 had no physical work on site) during the concerned period. Although there were a few barges mooring at the seafront of HY/2009/19, they were not in operation and hence no operational noise would be emitted.4) HyD made a reply to the complainant on 30 April 2012 via email. HyD replied that the current works near Oil Street, North Point, included CWB tunnel works, IEC connections and associated foundation works. According to RSS records, no operations were performed during the early hours of March and April at Oil Street and the waterbody nearby, and so it was believed that the noise nuisance was not generated from the CWB project. Despite that, RSS would continue to monitor the Contractor on the operations and effectiveness of the environmental mitigation measures implemented on site, as not to affect daily life of local residents nearby. No further complaint was received after the response.	Closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
130308	06/03/2013	ICC Case#1-407181502	Tin Hau	A complaint regarding the dropping of fine rock material into surrounding waterbody was observed during rock breaking operation with two excavators in active operation at the Eastern Breakwater of Causeway Bay Typhoon Shelter near the North Point lighthouse.	<p>1) RSS notified ET on 8 March 2013</p> <p>2) ET confirmed with RSS that excavation works, installation of buoy, flashing light and silt curtain and dredging works were undertaken at Eastern Breakwater during the concerned period on 6 March 2013. One backhoe equipped with breaker and one derrick barge were confirmed in operation while another backhoe was at idle during the concerned period on 6 March 2013.</p> <p>3) Reviewing the photo record provided by RSS, the condition of the silt curtain deployed around the Eastern Breakwater on 6 March 2013 was found to be in good condition. It is considered that the silt curtain was properly in place during the concerned period and the concerned act of dropping of fine rock material was confined within the silt curtain boundary without adverse impact to the nearby water quality.</p> <p>Further follow up was conducted on 12 March 2013 during weekly environmental audit inspection, the silt curtain deployed around the concerned area was found to be maintained in good condition and the water quality at the concerned work area was generally satisfactory. No violation of the Environmental Permit condition was found.</p> <p>The contractor was advised and committed to implement preventive measures to minimize the potential impact of work including conducting regular diver check to ensure the integrity and the extend of silt curtain deployment and to provide adequate back up stock of silt curtain for emergency use.</p>	Closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
130606	30/5/2013	ICC Ref. No.: #1-430164728	Central – Man Kat Street	1. A number of trees (approximately more than ten) along Man Kat Street were found to be in poor health condition with withered and yellow leaves. The complainant has requested a follow-up by relevant department.	1) RSS notify ET on 6 June 2013 2) ET confirmed with the Resident Site Staff that According to the information provided by RSS, 13 no. of the trees - Roystonea regia (T1674, T1675, T1676, T1677, T1678, T1679, T1680, T1681, T1683, T1644, T1643, T1641, T1639) at the concerned location raised by the complainant was found to be with withered and yellow leaves and 1 no. of tree- Khaya senegalensis (T1712) raised by the complainant was found to be in poor health condition. No construction works was undertaken by Contract HY/2009/18 at the concerned planter area where the affected trees are located. It was also observed that an active CEDD construction works area under a separate contractor not related to Central Wan Chai Bypass Project was found to be located within the concerned planter area. 3) A follow-up joint inspection with RSS and Landscape specialist was conducted on 10 June 2013, it was considered that the withered and yellow leaves of the affected trees (T1674, T1675, T1676, T1677, T1678, T1679, T1680, T1681, T1683, T1644, T1643, T1641, T1639) at the concerned planter area were contributed by natural life cycle of the affected trees and the health condition of the affected trees were considered to be fair. It was also noted that an active CEDD works area was located within the concerned planter area in close proximity to few of the concerned trees (T1644, T1643, T1641, T1639) According to tree inspection records from Jan 2013 to May 2013 confirmed by RSS (Document Ref: CI-F1-043b, CI-F1-044b, CI-F1-045b, CI-F1-046b, CI-F1-047b), the affected tree (T1712) at the concerned planter area was considered to show sign of withering and considered to be in poor health condition in latest tree survey report confirmed by RSS.	Closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>During the follow-up inspection on 10 June 2013, It was observed that construction material and oil drum were placed near the the roots area of other trees within the CEDD works. Despite the above observation, no direct evidence was found on site which indicates the work front have contributed to the poor health condition of the affected tree (T1712) at the time of investigation.</p> <p>4) The relevant contractor have removed the construction material near the root area of the trees retained on site and conduct pruning to remove the withered and yellow leaves retained on tree trunk to minimize impact on the trees appearance.In addition, safety supporting wire was provided for concerned tree (T1712)</p> <p>5) ET recommended the contractor to keep in view the health condition of the concerned tree (T1712) and apply permission for tree felling together with tree compensation plan if considered necessary. Furthermore, the contractor was reminded to implement regular checking of tree health condition and regular removal of withered leaves to maintain the overall tree appearance.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
130611	30 May 2013 and 1 June 2013	EPD Ref.:H04/RS/0001 1587-13	Area near Central Pier	1. Noise was emanated from the construction site near the Central Piers at around 0900 hrs on 30 May 2013 and other days and requested follow up action by relevant department.	<p>1) RSS notify ET on 11 June 2013</p> <p>2) ET confirmed with the Resident Site Staff that According the information confirmed by RSS, major noise generating construction activities undertaken at works area near Central Pier during the concerned time include</p> <ul style="list-style-type: none"> - Breaking up existing D-wall concrete and excavation at portion 4B and 4C - Sheet piling works at Portion VI (Man Kat Street) <p>3) Total 1 no. of Backhoe with breaker, 1 no. of Backhoe with vibratory hammer and 4 no.s of pneumatic breakers were deployed for the above construction activities.</p> <p>Reviewing the noise monitoring data at monitoring stations (M7e- International Finance Centre Eastern End of Podium and M7w- International Finance Centre Western End of Podium), no limit level exceedances were recorded during routine noise monitoring event on 28 May 2013 and 03 June 2013. As similar construction works activities conducted on 30 May 2013 was continued across the above monitoring period, the noise emanated from the construction activities under Contract HY/2009/18 was considered to complied with the statutory requirement.</p> <p>In addition, weekly environmental site inspection was conducted on 30 May 2013 at around 10:00. According to the inspection record, no particular observation regarding noise impact was recorded and the mitigation measures including erection of temporary noise barrier was observed in place.</p> <p>As such, no direct information associated with the noise concerned raised was considered available and no non-conformity was identified.</p> <p>4) ET recommend the contractor to review the need of additional noise mitigation measures to further reduce the noise enmated during construction works for pier side public area.</p>	<p>Interim report submitted to EPD on 19 June 2013,</p> <p>EPD advised no further comment on 5 Aug 2013 and final report for case closing submitted on 6 Aug 2013.</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
131010	03 Oct 2013	ICC Ref. No.1-467000768	Area between Central Pier and International Finance Centre	Noise and air quality impact was experienced at the area located between IFC and Central Pier during peak hours.	<p>ET confirmed with the Resident Site Staff that</p> <p>1) The major construction activities at the concerned location conducted over the past three months include;</p> <ul style="list-style-type: none">- Formwork, rebar and concreting- Backfilling- Water-proofing- Scaffolding erection <p>2) Mitigation measures implemented by the Contractor for the above construction works include</p> <ul style="list-style-type: none">- Select quiet plant and work methods;- Check plant and equipment for condition;- For use of powered mechanical equipment during restricted hours: Obtain necessary Construction Noise Permit and strictly comply with their conditions;- Frequently spray water to major haul road and stockpiles to suppress dust generation; and- Cover stockpiles with impervious sheets <p>The construction activities including backfilling, concreting and other associated tunnel works were undertaken in the past three months. Having reviewing the monitoring data of the monitoring stations in the vicinity of the concerned location raised by the complainant, namely monitoring station M7e and M7w (Noise Monitoring Station) and MA1e and MA1w (Air Monitoring Station), no action or limit level exceedance was recorded.</p> <p>In addition, mitigations measures including water spraying and erection of noise barrier were observed during weekly site inspection in August and September 2013 and reminders on dust mitigations measures given during weekly site inspection to the contractor were rectified. As such, the construction activities under Contract HY/2009/18 were considered in compliance with the statutory requirement and no cumulative air/ noise quality impact was observed in the past three months.</p>	Closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					Elevated noise level at monitoring station M7e (International Finance Centre East Podium) was noted on 24 September 2013. The Contractor is recommended to review the current measures and to implement additional noise mitigation measures to further avoid potential impact to nearby public area during construction works.	
131217	16 Dec 2013	ICC Case Ref.: 1-484998552	Victoria Park near Hing Fat Street Exit	Sweeping of muddy water into public drains.	<p>ET confirmed with the Resident Site Staff that</p> <p>1)The major construction activities around the concerned location conducted on 16 Dec 2013 a.m.includes: -Preparation work of rootball for tree transplanting</p> <p>According to the information provided by RSS, the construction activities around the concerned location on 16 Dec 2013 include preparation work of rootball for tree transplanting at Zone 17/18.</p> <p>A further investigation on the complaint was conducted on 19 Dec 2013 during weekly environmental inspection. It was observed that a tree worksarea comprised of mainly loosen soil was located near the concerned location. It was considered that the inclined surface and loosen soil nature of the concerned worksarea could have led to the muddy surface runoff in rain. Deposition of muddy runoff onto nearby public pavement outside worksarea was hence resulted and was subsequently cleaned into nearby public stormwater drain by the Contractor's workers on the complaint date. As such, the case was considered as works related.</p> <p>Sandbags, geotextile and gravels were immediately placed by the Contractor around the gullies at the concerned location to prevent leftover muddy runoff to the public stormwater drain as observed during the weekly inspection on 19 Dec 2013.</p> <p>With respect to the follow-up raised by the complainant on 19 Dec 2013, sandbags, geotextile and gravels placed at gullies located at public area were removed by the Contractor on the same day for maintaining passible public pavement. Follow up measures including sandbag bundle and covering of worksarea with impervious sheeting was immediately placed at the source of impact at the concerned worksarea boundary by the Contractor.</p>	Final investigation report issued on 20 Dec 2013. Case closed on 3 Jan 2014.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
131224	24 Dec 2013	(ICC Case Ref.: 1-486434321	Victoria Park Children Playground	Odour and large amount of dust particles affecting the public user of the Victoria Park near Children playground	<p>ET confirmed with the Resident Site Staff that</p> <p>1) The major construction activities around the concerned location conducted on 24 Dec 2013 include:</p> <ul style="list-style-type: none">- Breaking up existing pillar box for new children playground Portion II- Pressing of sheet pile at bowling green for ELS works Portion XII- Welding work for preparation of sheetpiling work at bowling green Portion VI- Demolition of existing pavilion for bowling green Portion VI <p>-Felling of tree TA50 at Victoria Park Zone</p> <p>2) Mitigation measures implemented by the Contractor for the above construction works include</p> <ul style="list-style-type: none">-Water spraying for demolition and other dust generating works. <p>According to the relevant site records, breaking up of existing pillar box, pressing of sheet pile, welding work for preparation of sheetpiling demolition of existing pavilion and felling of tree TA50 at Victoria Park Zone 13 were conducted at the concerned location during the time of complaint.</p> <p>Based on information and photo record provided by the RSS, dust mitigation measures including water spraying during dust generating works were implemented by the Contractor at the concerned location on 24 Dec 2013.</p> <p>Follow-up investigation was conducted on 27 Dec 2013 during weekly environmental inspection, dust mitigation measures including water spraying to dusty area and major dust generation works were confirmed in place despite a general reminder was given to the contractor to enhance the water spraying to dusty haul road during dry season. Based on on-going site inspection and the follow-up investigation, the site condition was considered generally satisfactory and no non-conformance was identified.</p> <p>Upon further review on the supplementary information provided by the complainant on 31 Dec 2013 and investigation conducted on 2 Jan 2014, the tree felling work of tree TA50 was located nearest to the location of the complainant. According to the location plan provided by the RSS and on site investigation, the tree felling work</p>	Case closed and full investigation report issued on 3 Jan 2014.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>for TA50 was immediately in front of the location of the complainant. Based on site observation, scrap material of bark and leaves inevitably generated from cutting of branches during tree felling work was considered to be the most probable cause for the observation raised by the complainant at the concerned location on 24 Dec 2013.</p> <p>Furthermore, welding work was observed near the concerned location and was considered to be the potential source for the smell and exhaust fumes as described by the complainant. Notwithstanding the above, welding work was not identified as a work activity with air quality impact under Project EIA report but it would be desirable to implement preventive measures to minimize potential nuisance to nearby public.</p>	
140123	22 Jan 2014	ICC Case Ref.:1-494077682	Causeway Bay Typhoon Shelter	<p>Construction works have been undertaken during restricted hours until 2300 hrs and occasionally the working hours were extended to around 0100 hrs at nighttime period over the last two to three months at a construction site located within Causeway Bay Typhoon Shelter. For instance, concreting and excavation works were conducted at the concerned location on 22 Jan 2014 during nighttime hours and generated noise impact to the complainant.</p>	<p>ET confirmed with the Resident Site Staff that No construction activity was undertaken at workzone TS1 under HY/2009/15 within Causeway Bay Typhoon Shelter after 1900 hrs on 21 Jan 2014. No construction activity was undertaken at workzone TS3 under HY/2010/08 within Causeway Bay Typhoon Shelter after 1900 hrs on 21 Jan 2014. Concreting for base slab and hanger wall was conducted at workzone TS2 under HY/2009/15 within Causeway Bay Typhoon Shelter from 1900 to 0000 hrs on 21 Jan 2014; Total 8 no.s of concrete lorry mixers, 1 no. of water pump, 2 no.s of concrete pumps (lorry mounted), 1 no. of mobile crane QPME (diesel) and 3 no.s of vibratory pokers were operating from 1900 to 0000hrs on 21 Jan 2014.</p> <p>Concreting for base slab and hanger wall was conducted at workzone TS2 under HY/2009/15 within Causeway Bay Typhoon Shelter from 0000 to 0700 hrs on 22 Jan 2014;</p> <p>Total 1. no of concrete lorry mixer, 1 no. of water pump, 1 no. of concrete pump (lorry mounted), 1 no. of vibratory poker were operating from 1900 to 0000hrs on 22 Jan 2014</p>	Case closed and full investigation report issued on 4 Feb 2014.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>According to the relevant site records, from 1900-0000hrs on 21 Jan 2014, concreting for base slab and hanger wall was conducted at workzone TS2 under HY/2009/15 within Causeway Bay Typhoon Shelter. Total 8 no.s of concrete lorry mixers, 1 no. of water pump, 2 no.s of concrete pumps (lorry mounted), 1 no. of mobile crane QPME (diesel) and 3 no.s of vibratory pokers were operating at the above period.</p> <p>From 0000 to 0700 hrs on 22 Jan 2014, concreting for base slab and hanger wall was conducted at workzone TS2 under HY/2009/15 within Causeway Bay Typhoon Shelter. Total 1. no of concrete lorry mixer, 1 no. of water pump, 1 no. of concrete pump (lorry mounted), 1 no. of vibratory poker were found operating at the above period.</p> <p>After reviewing relevant photo records and information verified by RSS and the Construction Noise Permit (CNP) no.GW-RS1384-13, it was considered that several conditions of CNP GW-RS1384-13 were not fulfilled by the Contractor in particular for the item(s) below,</p> <p>No acoustic installation was provided for the relevant PME(s) used as stated in CNP condition 3.d.during the concerned concreting works.</p> <p>From 1900 to 2300 hours on 21 Jan 2014, the PME(s) used on-site did not comply with any given PME grouping requirement(s) as stated in condition 3.a. and condition 3.d. in CNP no.GW-RS1384-13.</p> <p>From 0000 to 0700 hours on 22 Jan 2014, the PME(s) used by the Contractor on-site did not comply with any given PME grouping requirement(s) as stated in condition 3.a. and condition 3.d. in CNP no.GW-RS1384-13.</p> <p>From 1900 to 2300 hours on 21 Jan 2014 and from 0000 to 0700 hours on 22 Jan 2014, PME (Concrete Lorry Mixer) was deployed by the Contractor without barge enclosure and was unable to comply with condition 3.a. in CNP no.GW-RS1384-13.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
140127	24 Jan 2014	ICC Case Ref.: 1-494612639	Works area adjacent to the Victoria Park Bowling Green	Noise generated from piling works conducted at the works area adjacent to the Victoria Park Bowling Green have created nuisance to the Bowling Green users.	<p>ET confirmed with the Resident Site Staff that The major construction activities around the concerned location conducted on 23 Jan 2014 include:</p> <p>Pressing of sheetpile Ch.279-285 (RHS) and Ch.317 for ELS works on 23 Jan 2014. Splicing of sheetpile Ch.275-285 (LHS) for ELS works on 23 Jan 2014.</p> <p>Mitigation measures implemented by the Contractor for the above construction works include:</p> <p>Installation of acoustic panels along hoarding line at East Bowling Green; Installation of addition noise barriers on top of hoarding at East Bowling Green; Display of publicity notices along hoarding line; and No noisy work shall be carried out at the areas adjoining East Bowling Green as if there is any Bowling Green competition event to be held (i.e. Saturday afternoon).</p> <p>According to relevant site records, pressing of sheetpile Ch.279-285 (RHS) and Ch.317 for ELS works and splicing of sheetpile Ch.275-285 (LHS) for ELS works were conducted at the concerned location during the time of complaint.</p> <p>Based on the photo records and information verified by RSS, noise mitigation measures including installation of acoustic panels along hoarding line at East Bowling Green and installation of addition noise barriers on top of hoarding at East Bowling Green were implemented by the Contractor at the concerned location. Furthermore, no noisy work was conducted by contractor at the areas adjoining</p>	Case closed and full investigation report issued on 6 Feb 2014.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>East Bowling Green when there is any Bowling Green competition event to be held.</p> <p>Follow-up investigation was conducted on 29 Jan 2014 during weekly environmental inspection, noise mitigation measures including noise barriers and acoustic panels were confirmed in place and maintained in good condition. According to previous environmental inspections recorded in Jan 2014, no particular observation regarding the noise impact was recorded. As such, no non-conformity was identified.</p>	
140311	27 Feb 2014	EPD Complaint Case (Ref:H04/RS/00 04232-14) received by ET on 11 March 2014	Central IFC Area	Excessive noise (from the operation of compressors, other heavy machinery and concrete breaking) was emanated from the construction site near IFC in daytime on 27 Feb 2014.	<p>ET confirmed with the Resident Site Staff that the major construction activities at the concerned location conducted on 27 Feb 2014 (Daytime) include:</p> <ul style="list-style-type: none"> Backfilling works between north wall and sheetpiles and for roof slab; Site hoarding removal; Formwork erection and removal works, falsework erection; Concrete breaking works at roof slab and base slab and breaking up of existing tunnel corner; Concreting works for profile barrier inside cut and cover tunnel; and Rebar fixing works and WVB basement remediation works. <p>Mitigation measures implemented by the Contractor for the above construction works include:</p> <ul style="list-style-type: none"> Use of quiet plants (air compressor with a Noise Emission Label of 99 dB(A)). 	<p>Interim report submitted to EPD on 18 March 2014,</p> <p>EPD advised no further comment on 26 March 2014 and final report for case closing issued on 26 March 2014</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>According to relevant site records, major noise emanating construction activities conducted around the concerned location on 27 Feb 2014 include concrete breaking works at roof slab and base slab and breaking up of existing tunnel corner and concreting works.</p> <p>Based on information verified by the RSS, noise mitigation measure including utilization of quiet air compressor with noise emission label of 99 dB(A) was implemented by the Contractor on the 27 February 2014 to minimize the potential noise impact.</p> <p>Having reviewed the monitoring data of the monitoring stations in the vicinity of the construction site near IFC, namely noise monitoring stations M7e and M7w, no limit level exceedances were recorded on 24 Feb 2014 and 4 March 2014 and the major concrete breaking works at the concerned location conducted on 27 February 2014 was continued across the above monitoring period. In addition, no particular observations regarding noise impact were recorded during weekly site inspection conducted on 27 Feb 2014. No non-conformity was identified. As such, the construction activities under Contract HY/2009/18 were considered generally in compliance with the statutory requirement.</p> <p>Nevertheless, in view of the concern regarding noise nuisance raised by public, it is considered desirable for the Contractor to review and strengthen the noise mitigation measures around the concerned location.</p> <p>Follow-up inspection was conducted during weekly environmental inspection on 13 March 2014, additional noise mitigation measure including erection of noise blanket for concrete breaking works were implemented by the Contractor to further minimize the noise nuisance to nearby public</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
140623	11 June 2014	EPD Complaint Case (Ref:H04/RS/00 013590-14) received by ET on 23 June 2014	Foot Bridge to Central Pier 7	Excessive Paint Spray Odour	<p>A public complaint regarding odour concern referred by EPD was received by ET on 23 June 2014.</p> <p>The complainant reported that excessive paint spray odour was detected at the foot-bridge to the Central Pier 7.</p> <p>ET confirmed with the Resident Site Staff that spraying of waterproofing membrane (integritank) from Ch1700 to Ch1705 was conducted at roof slab Bay12 on 11 June 2014 and</p> <p>Screeding concrete placing from Ch1700 to Ch1683 was conducted at roof slab Bay12 on 11 June 2014 and</p> <p>Backfilling and removal of concrete blocks was conducted at roof slab Bay 11 and Bay 10-north on 11 June 2014</p> <p>According to relevant site records, major construction activities conducted around the concerned location on 11 June 2014 include spraying of waterproofing membrane (integritank) from Ch1700 to Ch1705; screeding concrete placing from Ch1700 to Ch1683 and backfilling and removal of concrete blocks. Having reviewed the relevant information verified by RSS, the chemicals applied at the concerned area on 11 June 2014 are waterproof paint and paint adhesives.</p> <p>In view of the concern regarding odour nuisance raised by the public, it is considered desirable for the Contractor to review the application method for waterproof layer nearby public area to minimize the nuisance caused to the surroundings.</p>	<p>Preliminary report issued on 25 June 2014.</p> <p>Interim report submitted to EPD on 30 June 2014.</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					Follow-up inspection was conducted during weekly environmental inspection on 26 June 2014, no further spraying works was conducted by the Contractor at the concerned area and no particular odour was observed at the concerned location.	
20140723	21 July 2014	ICC complaint (ICC Case Ref.: 2-341537112) received by ET on 23 July 2014	Area opposite to Ngan Tao Building	Noise nuisance due to works and machine at opposite project site during nighttime	<p>A public complaint regarding construction noise impact referred by RSS was received by ET on 25 July 2014 (ICC Case Ref.: 2-341537112 dated 21 July 2014). The complainant reported that :</p> <p>At 00:57hrs on 21 July 2014, he could not sleep due to work and machine at the project site opposite to the building (Ngan Tao Building), where he was living, were still going on and in operation. Noise traveled to his flat despite it was some distance away.</p> <p>ET confirmed with the Resident Site Staff that dewatering works was conducted under HY/2009/19 at the works area at Watson Road from around 23:00hrs on 20 July 2014 to 01:00hrs on 21 July 2014. Total 1 no. of generator and 23 nos. of dewatering pumps were in operation. Mobilization of telescopic arm excavator to trailer truck was performed under HY/2009/19 at the works area at Watson Road from around 00:15hrs to 01:00hrs on 21 July 2014. Total 1 no. of telescopic arm excavator and 1 no. of trailer truck were in operation.</p> <p>According to the relevant site records under Contract HY/2009/19, from around 23:00hrs on 20 July 2014 to 01:00hrs on 21 July 2014, dewatering works was conducted under HY/2009/19 at the works area at Watson Road. Total 1 no. of generator and 23 nos. of dewatering pump were in</p>	<p>Final Investigation report (Issue1) issued on 31 July 2014.</p> <p>Final investigation report (Issue 2) based on further follow-up issued on 12 Aug 2014.</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>operation at the above period.</p> <p>In addition, mobilization of telescopic arm excavator to trailer truck was performed under HY/2009/19 at the works area at Watson Road from around 00:15hrs to 01:00hrs on 21 July 2014. Total 1 no. of telescopic arm excavator and 1 no. of trailer truck were in operation.</p> <p>After reviewing relevant records and information verified by RSS and the Construction Noise Permit (CNP) no. GW-RS0152-14, it was considered that the below condition of CNP no.GW-RS0152-14 was not fulfilled by the Contractor of HY/2009/19.</p> <p>From 00:15hrs to 01:00hrs on 21 July 2014, the PME(s) (1 no. of telescopic arm excavator and 1 no. of trailer truck) operated under the Contractor of HY/2009/19 on-site could not follow any given PME grouping requirement(s) as stated in condition 3.a. and condition 3.d. in no.GW-RS0152-14.</p> <p>Notwithstanding the above, according to the information provided by the RSS, the telescopic arm excavator was mobilized at night time hours with consideration that passage of vehicle with large plant & machinery through cross harbour tunnel shall be conducted after mid-night.</p> <p>the Contractor of HY/2009/19 was advised to review the need to renew relevant CNP for PME grouping with respect to specific site operation requirements such that the Construction Noise Permit would be followed. Furthermore, the Contractor of HY/2009/19 was suggested to review the arrangement for PME mobilization with maintenance need to be conducted within specific period allowed under the relevant CNP(s).</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
20140801	30 July 2014	ICC complaint (ICC Case Ref.: 2-360638977) received by ET on 01 August 2014	Area opposite to Harbour Heights	Noise of sand and gravel movements at area opposite to the Harbour Heights	<p>A public complaint regarding construction noise impact referred by RSS was received by ET on 01 Aug 2014 (ICC Case Ref.: 2-360638977 dated 31 July 2014). The complainant reported that at 01:20hrs on 30 July 2014, the complainant was woken up by the noise of sand and gravel movements at area opposite to the Harbour Heights.</p> <p>ET confirmed with the Resident Site Staff that EVB excavation was undertaken at the works area around Watson Road under HY/2009/19 before 23:00hrs on 29 July 2014. (Total 1 no. of excavator, 1 no. of dump truck, 23 nos. of underground dewatering pump and 3 nos. of generator were in operation).</p> <p>Dewatering works was undertaken at works area around Watson Road under HY/2009/19 from 23:00hrs on 29 July 2104 to 01:00 hrs on 30 July 2014. (Total 23 nos. of underground dewatering pumps and 1 no. of generator were in operation).</p> <p>Mobilization of PME was performed at works area around Watson Road under HY/2009/19 from 00:45hrs to 01:30hrs on 30 July 2014. (1 no. of excavation machine and 1 no. of dump truck were in operation). No other construction activity or operation was performed at the area opposite to Harbour Heights from 23:00hrs on 29 July 2014 to 01:00hrs on 30 July 2014 under HY/2009/19.</p> <p>According to the relevant site records, before 2300hrs on 29 July 2014, EVB excavation at the works area around Watson Road was conducted under HY/2009/19. (Total 1 no. of dump truck , 1 no. of excavator, 3 nos. of generators and 23 nos. of dewatering pumps were in operation at the</p>	Final investigation report issued on 12 Aug 2014.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>above period).</p> <p>From around 23:00hrs on 29 July 2014 to 01:00hrs on 30 July 2014, dewatering works at works area around Watson Road was conducted under HY/2009/19. Total 23 nos. of dewatering pumps were operating at the above period.</p> <p>In addition, mobilization of PMEs was performed at works area around Watson Road under HY/2009/19 from 00:45hrs to 01:30hrs on 30 July 2014. Total 1 no. of excavation machine and 1 no. of dump truck were in operation. After reviewing relevant records and information verified by RSS and the Construction Noise Permit (CNP) no. GW-RS0152-14, it was considered the below condition of CNP GW-RS0152-14 was not fulfilled by the Contractor of HY/2009/19. From around 00:45hrs to 01:30hrs on 30 July 2014, the operation of PME(s) (1 no. of excavator and 1 no. of dump truck) under the Contractor of HY/2009/19 on-site could not follow any given PME grouping requirement(s) as stated in condition 3.a. and condition 3.d. in no. GW-RS0152-14.</p> <p>Notwithstanding the above, according to the information provided by the RSS, the excavator and dump truck were mobilized away from the edge of the temporary ELS structure towards the area opposite to the Harbour Heights after 23:00hrs under safety consideration.</p> <p>The Contractor of HY/2009/19 was advised to review the arrangement and location for retaining and securing PME(s)/ plants to minimize the movements of PME or plants after completion of works such that the Construction Noise Permit would be followed.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
20140929	26 Sep 2014	ICC complaint (ICC Case Ref.: 2-466911619) received by ET on 29 September 2014	IEC flyover opposite to City Garden	Light originating from the flyover under Central-WanChai Bypass Project was emitted towards City Garden direction and caused light nuisance	<p>A public complaint regarding visual impact referred by RSS was received by ET on 29 September 2014 (ICC Case Ref.: 2-466911619 dated 26 September 2014)</p> <p>The complainant reported that on 26 September 2014 at around 00:50hrs, light originating from the flyover under Central-WanChai Bypass Project was emitted towards City Garden direction and caused light nuisance.</p> <p>ET confirmed with the Resident Site Staff that the light emission on 25 and 26 September 2014 at the concerned area was originated from the temporary lighting provided at the soffit of the permanent noise enclosure at the new Island Eastern Corridor (IEC) Eastbound which was necessary to provide sufficient illumination for the traffic operation on the new IEC Eastbound after the traffic diversion on 28 September 2014.</p> <p>According to the relevant information provided by RSS, the light emission on 25 and 26 September 2014 at the concerned location was originated from the temporary lighting provided at the soffit of the permanent noise enclosure at the new Island Eastern Corridor Eastbound.</p> <p>The lighting was necessary to provide sufficient illumination for the traffic operation on the new IEC Eastbound after traffic diversion on 28 September 2014. Nevertheless, in view of the public concern regarding light nuisance raised by the public, it is considered desirable for the Contractor to review the lighting arrangement and implement additional measures to minimize the nuisance caused to the surrounding receivers as far as practicable.</p>	Final Investigation report submitted on 9 October 2014.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>Follow-up inspection was conducted during weekly environmental inspection on 8 October 2014, additional measures including erection of green net and tarpaulin sheet were provided by the Contractor of HY/2009/19 at the concerned area as interim measure to minimize the nuisance caused to the surroundings. Further to the interim measure implemented by the Contractor of HY/2009/19, the Contractor of HY/2009/19 will replace the concerned temporary lighting with temporary lighting facing Victoria Harbour at the other side of the road to minimize the light nuisance to the surroundings.</p> <p>The Contractor of HY/2009/19 was suggested to review the lighting arrangement and implement additional measures to minimize the nuisance caused to the surroundings receivers as far as practicable.</p> <p>Additional measures including erection of green net and tarpaulin sheet were provided by the Contractor of HY/2009/19 at the concerned area as interim measure to minimize the nuisance caused to the surroundings and the Contractor of HY/2009/19 will replace the concerned temporary lighting with temporary lighting facing Victoria Harbour at the other side of the road to minimize the light nuisance to the surroundings.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
20141006	25,26 Sep 2014	ICC complaint (ICC Case Ref.: 2-469099657) received by ET on 06 October 2014	IEC flyover opposite to City Garden	Light originating from the flyover under Central-WanChai Bypass Project was emitted towards City Garden direction and caused light nuisance	<p>A public complaint regarding visual impact referred by RSS was received by ET on 6 October 2014 (ICC Case Ref.: 2-469099657 dated 26 September 2014). The complainant reported that on 25 September 2014 night and on 26 September 2014 at around 23:23 hrs, light originating from the flyover under Central-Wan Chai Bypass Project was emitted towards City Garden direction and caused light nuisance.</p> <p>ET confirmed with the Resident Site Staff that the light emission on 25 and 26 September 2014 at the concerned area was originated from the temporary lighting provided at the soffit of the permanent noise enclosure at the new Island Eastern Corridor (IEC) Eastbound which was necessary to provide sufficient illumination for the traffic operation on the new IEC Eastbound after the traffic diversion on 28 September 2014.</p> <p>According to the relevant information provided by RSS, the light emission on 25 and 26 September 2014 at the concerned location was originated from the temporary lighting provided at the soffit of the permanent noise enclosure at the new Island Eastern Corridor Eastbound.</p> <p>The lighting was necessary to provide sufficient illumination for the traffic operation on the new IEC Eastbound after traffic diversion on 28 September 2014. Nevertheless, in view of the public concern regarding light nuisance raised by the public, it is considered desirable for the Contractor to review the lighting arrangement and implement additional measures to minimize the nuisance caused to the surrounding receivers as far as practicable.</p>	Final Investigation report submitted on 9 October 2014.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>Follow-up inspection was conducted during weekly environmental inspection on 8 October 2014, additional measures including erection of green net and tarpaulin sheet were provided by the Contractor of HY/2009/19 at the concerned area as interim measure to minimize the nuisance caused to the surroundings. Further to the interim measure implemented by the Contractor of HY/2009/19, the Contractor of HY/2009/19 will replace the concerned temporary lighting with temporary lighting facing Victoria Harbour at the other side of the road to minimize the light nuisance to the surroundings.</p> <p>The Contractor of HY/2009/19 was suggested to review the lighting arrangement and implement additional measures to minimize the nuisance caused to the surroundings receivers as far as practicable.</p> <p>Additional measures including erection of green net and tarpaulin sheet were provided by the Contractor of HY/2009/19 at the concerned area as interim measure to minimize the nuisance caused to the surroundings and the Contractor of HY/2009/19 will replace the concerned temporary lighting with temporary lighting facing Victoria Harbour at the other side of the road to minimize the light nuisance to the surroundings.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
20141010	07 Oct 2014	ICC complaint (ICC Case Ref.: 2-487376144) received by ET on 10 October 2014	IEC flyover opposite to City Garden	Light originating from the flyover under Central-WanChai Bypass Project was emitted towards City Garden direction and caused light nuisance	<p>ET confirmed with the Resident Site Staff that temporary lighting was provided at the concerned area at the soffit of the permanent noise enclosure at the new Island Eastern Corridor (IEC) Eastbound which was necessary to provide sufficient illumination for the traffic operation on the new IEC Eastbound after the traffic diversion on 28 September 2014.</p> <p>Temporary lighting was provided at the concerned area at the soffit of the permanent noise enclosure at the new Island Eastern Corridor (IEC) Eastbound which was necessary to provide sufficient illumination for the traffic operation on the new IEC Eastbound after the traffic diversion on 28 September 2014. In view of the public concern regarding light nuisance raised by the public, it is considered desirable for the Contractor to review the lighting arrangement and implement additional measures to minimize the nuisance caused to the surrounding receivers as far as practicable.</p> <p>During weekly environmental inspection on 8 October 2014, additional measures including erection of green net and tarpaulin sheet were provided by the Contractor of HY/2009/19 at the concerned area as interim measure to minimize the nuisance caused to the surroundings. Further to the interim measure implemented, on 13 October 2014 the Contractor of HY/2009/19 have replaced the concerned temporary lighting with temporary lighting facing Victoria Harbour at the other side of the road to minimize the light nuisance to the surroundings.</p>	Final investigation report submitted on 14 Oct 2014.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>The Contractor of HY/2009/19 was suggested to review the lighting arrangement and implement additional measures to minimize the nuisance caused to the surroundings receivers as far as practicable.</p> <p>Additional measures including erection of green net and tarpaulin sheet were provided by the Contractor of HY/2009/19 at the concerned area as interim measure and on 13 October 2014 the Contractor of HY/2009/19 have replaced the concerned temporary lighting with temporary lighting facing Victoria Harbour at the other side of the road to minimize the light nuisance to the surroundings.</p>	
141016	14 Oct 2014	EPD complaint EPD Ref.:H05/RS/00 025795-14) received by ET on 16 October 2014	work site next to new Wan Chai Ferry Pier and opposite to Wan Chai Sports Ground.	Construction noise like piling works was heard on 14 October 2014 night until 23:45 hrs. It was suspected that the noise was emanated from the work site next to new Wan Chai Ferry Pier and opposite to Wan Chai Sports Ground.	<p>A public complaint regarding construction noise impact referred by EPD was received by ET on 16 October 2014 (EPD Ref.: EP860/E2/24 Annex IV dated 16 October 2014).</p> <p>The complainant reported that construction noise like piling works was heard on 14 October 2014 night until 23:45 hrs. It was suspected that the noise was emanated from the work site next to new Wan Chai Ferry Pier and opposite to Wan Chai Sports Ground.</p> <p>ET confirmed with the Resident Site Staff that From 19:00hrs to 23:00hrs on 14 October 2014, dredging works was conducted under Contractor of HK/2009/02 at WCR3 Area.</p> <p>Total one grab dredger was in operation. Mitigation measures including provision of steel sheeting screening to the power generation part of the grab dredger was implemented by the Contractor of HK/2009/02.</p>	<p>Updated interim investigation with supplementary information submitted to EPD on 17 November 2014.</p> <p>EPD advised no further comment on the updated interim report and case closed on 27 Nov 2014.</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>From 23:00 hrs to 05:00 hrs, dredging works was conducted under Contractor of HK/2009/02 at WCR3 Area.</p> <p>Total one grab dredger was in operation. Mitigation measures including provision of steel sheeting screening to the power generation part of the grab dredger was implemented by the Contractor of HK/2009/02.</p> <p>From 23:00 hrs to 06:00hrs, panel replacement works was conducted under Contractor of HK/2009/02 at the Temporary Covered Walkway. Total one scissor platform and two hand held drills (battery) were in operation.</p> <p>From 23:00 hrs to 06:00hrs, trial pit works was conducted under Contractor of HK/2009/02 at Hung Hing Road. Total one crane lorry was in operation.</p> <p>According to the relevant site records under Contract HK/2009/02, from 19:00hrs to 23:00hrs on 14 October 2014, dredging works was conducted under Contractor of HK/2009/02 at WCR3 Area. Total one grab dredger was in operation. Mitigation measures including provision of steel sheeting screening to the power generation part of the grab dredger was implemented by the Contractor of HK/2009/02.</p> <p>From 23:00 hrs to 05:00 hrs, dredging works was conducted under Contractor of HK/2009/02 at WCR3 Area. Total one grab dredger was in operation. Mitigation measures including provision of steel sheeting screening to the power generation part of the grab dredger was implemented by the Contractor of HK/2009/02.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>From 23:00 hrs to 06:00hrs, panel replacement works was conducted under Contractor of HK/2009/02 at the Temporary Covered Walkway. Total one scissor platform and two hand held drills (battery) were in operation.</p> <p>From 23:00 hrs to 06:00hrs, trial pit works was conducted under Contractor of HK/2009/02 at Hung Hing Road. Total one crane lorry was in operation.</p> <p>In view of the above findings, no direct information associated with the noise concern was considered available.</p>	
20141108	07 Nov 2014	EPD complaint (EPD Ref.: H05/RS/00027 815-14) received by ET on 10 November 2014	Construction site at old Wan Chai Ferry Pier	Malodour of construction plant exhaust from the construction site at old Wan Chai Ferry Pier was scented that affecting the swimmers at Wan Chai Swimming Pool.	<p>A public complaint regarding odour concern referred by EPD was received by ET on 07 November 2014 (EPD Ref.: H05/RS/00027815-14 dated 10 November 2014).</p> <p>The complainant reported that Malodour of construction plant exhaust from the construction site at old Wan Chai Ferry Pier was scented that affecting the swimmers at Wan Chai Swimming Pool.</p> <p>ET confirmed with the Resident Site Staff that ELS works was conducted on 7 November 2014 during daytime at Portion 2 (Area oppsite to WanChai Swimming Pool).</p> <p>Total 3 nos. of excavators, 2 nos. of crawler cranes, 2 nos. of generator, 1 no. of crane lorry and 2 no. of dump trucks were operated.</p> <p>Demolition works was conducted on 7 November 2014 during daytime at West of old Wan Chai Ferry Pier.</p> <p>Total 2 nos. of excavators, 1 no. of derrick barge and 1 no. of tug boat were operated.</p>	<p>Interim investigation report submitted to EPD on 17 November 2014.</p> <p>EPD advised no comment on the interim report and case closed on 1 Dec 2014.</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>Dredging works was conducted on 7 November 2014 during daytime at WCR3 (East of old Wan Chai Ferry Pier)</p> <p>Total 1 no. of dredger, 1 no. of hopper and 1 no. of tug boat were operated.</p> <p>According to the relevant site records under Contract HK/2009/02, ELS works was conducted on 7 November 2014 during daytime at Portion 2 (Area oppsite to WanChai Swimming Pool). Total 3 nos. of excavators, 2 nos. of crawler cranes, 2 nos. of generator, 1 no. of crane lorry and 2 no. of dump trucks were operated. Demolition works was conducted on 7 November 2014 during daytime at West of old Wan Chai Ferry Pier. Total 2 nos. of excavators, 1 no. of derrick barge and 1 no. of tug boat were operated.</p> <p>Follow-up inspection was conducted during weekly environmental inspection on 13 November 2014, no dark smoke emission was observed from the PMEs operating on-site. The condition of chemical waste storage was considered satisfactory and no malodour was identified. Despite no information related to malodour was identified, the Contractor was reminded to conduct regular checking on the condition of PMEs to ensure only well maintained PMEs are used on site.</p> <p>Based on the relevant information provided by RSS, despite no information associated with the malodour concern was identified after investigation, the Contractor was reminded to conduct regular checking on the condition of PME used on site to ensure only well maintained PME are used on site</p> <p>The interim report would be submitted to EPD on 17 November 2014.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
20141113	12 Nov 2014	EPD complaint (EPD Ref.: H05/RS/00028 253-14) received by ET on 13 November 2014	Construction site at old Wan Chai Ferry Pier	Malodour and dark smoke emission from an excavator located at the construction site at old Wan Chai Ferry Pier was observed that affecting the pedestrians.	<p>A public complaint regarding odour concern referred by EPD was received by ET on 13 November 2014 (EPD Ref.: H05/RS/00028253-14 dated 13 November 2014). The complainant reported that Malodour and dark smoke emission from an excavator located at the construction site at old Wan Chai Ferry Pier was observed that affecting the pedestrians. (Contract HK/2009/02)</p> <p>ET confirmed with the Resident Site Staff that demolition works was conducted under Contract HK/2009/02 on 12 November 2014 during daytime at old Wan Chai Ferry Pier. Total 2 nos. of excavators, 1 no. of derrick barge and 1 no. tug boat were operated.</p> <p>According to the relevant site records under Contract HK/2009/02, demolition works was conducted on 12 November 2014 during daytime at old Wan Chai Ferry Pier. Total 2 nos. of excavators, 1 no. of derrick barge and 1 no. tug boat were operated.</p> <p>In addition, investigation found that due to malfunctioning of one of the excavators deployed at old Wan Chai Ferry Pier, dark smoke was emitted from the defective excavator for a short period of approximately 30 seconds at around 15:00 hrs on 12 November 2014. The operation of excavator was immediately suspended and followed by repair works. The normal operation of the excavator was resumed after repair.</p> <p>Follow-up inspection was conducted during weekly environmental inspection on 13 November 2014, no dark smoke emission was observed from the PMEs operating on-site and the Contractor of HK/2009/02 was reminded to conduct regular checking on the condition of PMEs to ensure only well maintained PMEs are used on site.</p>	<p>Interim investigation report submitted to EPD on 19 November 2014.</p> <p>EPD advised no comment on the interim report and case closed on 8 Dec 2014.</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
20150127	21 Jan 2015	EPD complaint (EPD Ref.: H05/RS/00001725-15) received by ET on 27 January 2015 and further information from EPD regarding the updated location under complaint was received by ET on 30 January 2015	A portion of Hung Hing Road immediately to the east of Marsh Road near SPCA	Construction dust and grit was emitted from the construction site to the carriageway causing nuisance to the public.	<p>A public complaint regarding air quality impact referred by EPD was received by ET on 27 January 2015 (EPD Case Ref.: H05/RS/00001725-15 dated 27 January 2015) and further information from EPD regarding the updated location under complaint was received by ET on 30 January 2015. The complainant reported that construction dust and grit was emitted from the construction site to the carriageway causing nuisance to the public.</p> <p>ET confirmed with the Resident Site Staff that the major construction activities around the concerned location conducted on 21 January 2015 include breaking of seawall blocks and D-wall at TPCWAW; concreting, grouting and drilling works at TPCWAW;reclamation/ backfilling works at TPCWAW</p> <p>Mitigation measures implemented by the Contractor for the above construction works include spraying haul road with water; covering bagged cement with tarpaulin; providing three sided and top covering for grouting stations; providing water spraying to dusty activities such as breaking works</p> <p>According to the relevant site records, breaking of seawall blocks and D-wall, concreting, grouting and drilling works and reclamation/ backfilling works were conducted at TPCWAW. Dust mitigation measures including spraying haul road with water, covering bagged cement with tarpaulin, providing three sided and top covering for grouting stations and water spraying to dusty activities such as breaking works were implemented by the Contractor of HY/2009/15 near the concerned location on 21 January 2015.</p>	Interim report submitted to EPD on 9 February 2015, EPD advised no comment on 27 February 2015 on the interim report submitted and case closed.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>Follow-up investigation was conducted on 27 January 2015 during weekly environmental inspection, dust mitigation measures including water spraying for dusty haul road and major dust generation works; and provision of three sides and top covering for grouting station were confirmed in place.</p> <p>In addition, based on the review of the monitoring data of the monitoring station located at the concerned location raised by the complainant, namely monitoring station CMA3a, no action or limit level exceedance was recorded during air quality monitoring conducted on 20 and 21 January 2015. Nevertheless, the Air Quality Health Index (AQHI) recorded by EPD across Western District and Eastern District on the complaint date was ranged from 4 to 10+ indicating a severely high concentration of ambient air pollutants.</p> <p>As such, the site condition under Contract HY/2009/15 at the concerned location was considered to be generally satisfactory and no non-conformity related to cumulative air quality impact was observed. Nevertheless, in view of the public concern, the contractor was reminded to enhance the dust mitigation measures implemented to minimize potential nuisance to nearby public.</p> <p>ET confirmed with the Resident Site Staff that the major construction activities under Contract HK/2009/02 around the concerned location conducted on 21 January 2015 include trenching grabbing for D-wall construction at temporary road eastward, shear pin installation at temporary road westward and ground Investigation drilling at temporary road westward</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>Mitigation measures implemented by the Contractor of HK/2009/02 for the above construction works include regular water spraying at haul road, vehicle wheel-washing at the ingress/egress (Gate No. 4) to the temporary road, hard paving at the works area at temporary road northward and frequent water spraying at the ingress/egress (Gate No. 4) to the temporary road. According to the relevant site records, trenching grabbing for D-wall construction, shear pin installation and ground investigation drilling works were conducted at the concerned location. Dust mitigation measures including water spraying for haul road, vehicle wheel washing and hard paving for a section of works area nearby public road were implemented by the Contractor of HK/2009/02 near the concerned location on 21 January 2015.</p> <p>Follow-up investigation was conducted on 5 February 2015 during weekly environmental inspection, dust mitigation measures including water spraying for dusty haul road and major dust generation works and provision of wheel washing combine with cleaning of public road were confirmed in place and no dust related impact from the construction works was observed. The Air Quality Health Index (AQHI) recorded by EPD across Western District and Eastern District on 21 January 2015 was ranged from 4 to 10+ indicating a severely high concentration of ambient air pollutants. Based on reviewing relevant impact monitoring data, elevated TSP were recorded at monitoring stations across Wan Chai West area to North Point area and a non-Project related exceedance was recorded at nearby monitoring station CMA4a (at SPCA) on 21 January 2015 due to ambient air pollutant.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>In addition, it was noted that a section of the works area at the concerned location was not provided with site hoarding. Based on further review on relevant records it was noted that the works area at concerned section was either hard paved or have to maintain adequate line of sight due to traffic safety consideration. The Contractor of HK/2009/02 was advised to inform EPD with respect to the site constraint and provide relevant updated meeting records on the arrangement for review.</p> <p>In view of the public concern, the contractor has committed to conduct additional cleaning of the concerned public road section once a week to minimize potential nuisance caused to nearby road users. The contractor was also reminded to enhance the dust mitigation measures implemented to minimize potential nuisance to nearby public.</p>	
20150409	07 April 2015 09 April 2015	EPD complaint (Ref.:H05/RS/00008074-15 dated 9 April 2015) received by ET on 09 April 2015	Construction site exit near Expo Drive Central; Construction site gate V2 & gate V8	Construction dust was generated from lorries transporting out of the construction via site exit without wheel washing	<p>A public complaint regarding construction dust impact referred by EPD was received by ET on 09 April 2015 (EPD Ref.:H05/RS/00008074-15 dated 9 April 2015). The complainant reported that: Construction dust was generated from lorries transporting out of the construction via site exit near Expo Drive Central without wheel washing at the morning of 7 April 2015. Lorries were also found transporting out of the construction site via gates V2 and V8 without wheel washing and causing dust nuisance at about 10:30 hours on 9 April 2015.</p> <p>ET confirmed with the Resident Site Staff that on 7 April 2015, major vehicle movements included oil tanker passing at Gate V2 at Expo Drive East and dump truck passing at Gate V8 at Expo Drive Central under Contract HK/2009/01.</p>	Interim report submitted to EPD on 17 April 2015, EPD advised no comment on 30 April 2015 on the interim report submitted and case closed.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>2. On 9 April 2015, major vehicle movements include oil tanker, crane lorry and dump truck passing at at Gate V2 at Expo Drive East and dump truck at Gate V8 at Expo Drive Central under Contract HK/2009/01.</p> <p>Mitigation measures adopted by the Contractor of HK/2009/01 at the above locations include water hose was provided for wheel washing at Gate V2 and Gate V8, concrete paving at site exit, dump truck fitted with mechanic cover and cleaned before leaving construction site, regular street washing at Expo Drive Central.</p> <p>According to the relevant site records under Contract HK/2009/01, on 7 April 2015, major vehicle movements included oil tanker passing at Gate V2 at Expo Drive East and dump truck passing at Gate V8 at Expo Drive Central under Contract HK/2009/01 while on 9 April 2015 major vehicle movements include oil tanker, crane lorry and dump truck passing at at Gate V2 at Expo Drive East and dump truck at Gate V8 at Expo Drive Central under Contract HK/2009/01.</p> <p>At the above locations, mitigation measures including water hose for wheel washing at Gate V2 and Gate V8; concrete paving at site exit; dump truck fitted with mechanic cover and cleaned before leaving construction site and regular street washing at Expo Drive Central were generally adopted by the Contractor of HK/2009/01.</p> <p>In view of the public concern on the complaint date, the Contractor of HK/2009/01 was advised to conduct cleaning at the concerned site exit point and the section of public road adjoining the site exit to clear any residue grit and silt desposit to avoid further dust impact.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>Follow up inspection was conducted on 16 April 2015 during weekly environmental inspection and mitigation measures including water spraying for dusty haul road and provision of wheel washing were in place. The construction site exit was observed clear from residue silt / grit at the concerned location.</p> <p>In view of the public concern, the contractor was advised to conduct training to the construction site workers to enhance the effectiveness of wheel washing and to ensure proper wheel washing is provided for dump truck and other vehicle prior to leaving the construction site to avoid generating any dust nuisance.</p>	
20150409 A	03 April 2015 to 07 April 2015	EPD complaint (Ref.:H05/RS/00007861-15 dated 9 April 2015) received by ET on 09 April 2015	Construction site at Convention Avenue near Renaissance Harbour View Hotel	Construction noise was emanated from the construction site at Convention Avenue near Renaissance Harbour View Hotel during the period of Easter Holiday	<p>A public complaint regarding construction noise impact referred by EPD was received by ET on 09 April 2015 (EPD Ref.:H05/RS/00007861-15 dated 9 April 2015). The complainant reported that construction noise was emanated from the construction site at Convention Avenue near Renaissance Harbour View Hotel during the period of Easter Holiday, including April 3 at about 13:00 hours.</p> <p>ET confirmed with the Resident Site Staff that from 3 April 2015 to 7 April 2015, from 08:00 hours to 18:00 hours, and at about 13:00 hours on 3 April 2015 at area CWB Tunnel Stage 3, backfilling works was conducted under HK/2009/01. Either 1 no. of dump truck and 1 no. of excavator was operated on site at each given time during the concerned period.</p> <p>According to the relevant site records under Contract HK/2009/01, from across 08:00hrs to 18:00hrs during the period from 3 April 2015 to 7 April 2015, backfilling works was conducted under Contract HK/2009/01 at CWB Tunnel Stage 3. Either 1 no. of dump truck and 1 no. of excavator was operated on site at each given time during the</p>	Interim report submitted to EPD on 17 April 2015, EPD advised no comment on 30 April 2015 on the interim report submitted and case closed.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>concerned period and the relevant Construction Noise Permit GW-RS0104-15 for the works was in place and the same construction activity was undertaken at around 13:00hrs on 3 April 2015. No other concurrent construction activity was undertaken at the concerned location during the concerned period under Contract HK/2009/01. The construction activity conducted under Contract HK/2009/01 during the concerned period was in compliance with the statutory requirement.</p> <p>Nevertheless, in view of the concern regarding the noise nuisance raised by the public at the concerned location, it is considered desirable for the Contractor of HK/2009/01 to review the truck unloading procedures of the specific construction task to minimize potential noise emanated during the course for work.</p>	
20150415	13 April 2015	ICC complaint case (ICC Case Ref.: 2-885677297 dated 13 April 2015) received by ET on 15 April 2015	Construction Site at Causeway Bay Typhoon Bay Shelter	Unnecessary light nuisance from the construction site	<p>A public complaint regarding visual impact received by the RSS was referred to the ET on 15 April 2015 (ICC Case Ref.: 2-885677297 dated 13 April 2015). The complainant reported that " I live in a building next to Gloucester Road in Causeway Bay. Recently, I am suffering from unnecessary light source from the construction site. The banners of the construction companies are always illuminated with very bright lights."</p> <p>ET confirmed with the Resident Site Staff that the concerned lighting for the banners was maintained under Contract HY/2010/08.</p> <p>The concerned lighting for the banners was maintained under Contract HY/2010/08 and the concerned lighting was subsequently switched off at all times since 13 April 2015 to alleviate the lighting nuisance caused to the surroundings.</p>	Final Investigation report issued on 20 April 2015 and case closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
20150423	21 April 2015	EPD complaint case (EPD Case Ref: :H05/RS/00009456-15 dated 23 April 2015) received by ET on 23 April 2015	Road work at Fleming Road and Convention Avenue near Renaissance Harbour View Hotel	Construction noise emanated from the road work at Fleming Road and Convention Avenue near Renaissance Harbour View Hotel causing nuisance	<p>A public complaint regarding construction noise impact referred by EPD was received by ET on 23 April 2015 (EPD Ref.:H05/RS/00009456-15 dated 23 April 2015). The complainant reported that construction noise emanated from the road work at Fleming Road and Convention Avenue near Renaissance Harbour View Hotel almost every night recently causing nuisance.</p> <p>ET confirmed with the Resident Site Staff that from 21:00hrs on 20 April 2015 to 06:00hrs on 21 April 2015 and from 21:00hrs on 21 April 2015 to 06:00hrs on 22 April 2015, cooling main connection works was undertaken by the Contractor of Contract HK/2009/01 at the concerned location. Total 1 no. of crane lorry and 1 no. of excavator were in operation.</p> <p>According to the relevant site records under Contract HK/2009/01, from 21:00hrs on 20 April 2015 to 06:00hrs on 21 April 2015 and from 21:00hrs on 21 April 2015 to 06:00hrs on 22 April 2015, cooling main connection works was undertaken by the Contractor of Contract HK/2009/01 at the concerned location. Total 1 no. of crane lorry and 1 no. of excavator were in operation during the concerned period and the relevant Construction Noise Permit GW-RS0269-15 was confirmed in place. The construction activity conducted under Contract HK/2009/01 during the concerned period was in compliance with the statutory requirement. In view of the potential noise nuisance, a notice to affected parties was issued by the Contractor of Contract HK/2009/01 to the nearby residents including Renaissance Harbour View Hotel on 17 April 2015. Besides, construction works undertaken by other parties at the concerned location was observed at the concerned period.</p>	Final Investigation report issued on 18 May 2015 and case closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
20150601	29 May 2015	EPD complaint case (EPD Case Ref: :H05/RS/00013254-15 dated 1 June 2015) received by ET on 23 April 2015	Construction site gates V2 and V3 near Expo Drive Central	Vehicle with plate no. TG2426 was found leaving the construction site at gate V2 near Expo Drive Central without wheel-washed	<p>A public complaint regarding construction dust impact referred by EPD was received by ET on 01 June 2015 (EPD Ref.:H05/RS/00013254-15 dated 1 June 2015). The complainant reported that vehicle with plate no. TG2426 was found leaving the construction site at gate V2 near Expo Drive Central without wheel-washed at about 10:33hrs on 29 May 2015. The complainant also alleged that water spraying at the gates V2 and V3 near Expo Drive Central was insufficient causing dust nuisance to the public.</p> <p>ET confirmed with the Resident Site Staff that on 29 May 2015, vehicle record indicated that concerned vehicle TG 2426 has entered and exited the construction site via gate V3.</p> <p>Mitigation measures adopted by the Contractor of HK/2009/01 at the above locations include, water hose was provided for wheel washing at Gate V2 and Gate V3.</p> <p>According to the relevant site records under Contract HK/2009/01, vehicle record indicated that concerned vehicle TG 2426 has entered and exited the construction site via gate V3 on 29 May 2015 under Contract HK/2009/01. As confirmed by WDII RSS, the concerned construction site Gate V2 and Gate V3 have been closed from 31 May 2015 and formed part of the construction site area.</p> <p>Follow up inspection was conducted on 3 June 2015 during weekly environmental inspection and mitigation measures including wheel washing were implemented at construction exit gates around the concerned location despite a vehicle was observed leaving the construction site via Gate V8 without wheel washing. The Contractor was immediately advised to review and strengthen the control measures for vehicle exits to ensure wheel washing are provided for exiting vehicles.</p>	Interim report submitted to EPD on 08 June 2015, EPD advised no comment on 22 June 2015 on the interim report submitted and case closed.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					In view of the public concern and the site observation, the Contractor of HK/2009/01 has implemented enhanced site exit control measures using red string to alert drivers to stop their vehicles for cleaning before leaving the construction site and wheel washing facilities including water hose were implemented at Gate V1 and Gate V10 around the concerned location and the vehicle gate V8 was subsequently closed. In addition, removal of spoil arising from wheel washing around site exit location would be conducted by the Contractor of HK/2009/01 as appropriate to alleviate for potential dust impact at construction site exits.	
20150608	04 June 2015	EPD Ref.:H05/RS/00013843-15 dated 8 June 2015	A portion of construction site of Contract HK/2012/08 outside Fleet Arcade	Construction noise was generated from the construction site of Contract HK/2012/08 at location outside Fleet Arcade during restricted hours including Sundays and General Holidays.	<p>A public complaint regarding construction noise impact referred by EPD was received by ET on 8 June 2015 (EPD Ref.:H05/RS/00013843-15 dated 8 June 2015). The complainant reported that construction noise was generated from the construction site of Contract HK/2012/08 at location outside Fleet Arcade during restricted hours including Sundays and General Holidays.</p> <p>ET confirmed with the Resident Site Staff that from 08:00hrs to 18:00hrs on 31 May 2015 (Sunday), construction work including steel welding was conducted under Contract HK/2012/08 at site portion zone A1 opposite to Fleet Arcade. Total one welding machine was in operation.</p> <p>According to the relevant site records under Contract HK/2012/08, from 08:00hrs to 18:00hrs on 31 May 2015 (Sunday), construction work including steel welding was conducted under Contract HK/2012/08 site portion zone A1 opposite to Fleet Arcade. Total one welding machine was in operation and the relevant Construction Noise Permit GW-RS0296-15 was confirmed in place. The construction activity conducted under Contract</p>	Interim report submitted to EPD on 16 June 2015 and EPD advised no comment on 20 July 2015 on the interim report submitted and case closed.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>HK/2012/08 during the concerned period was in compliance with the statutory requirement. Ad-hoc inspection was conducted during weekly environmental inspection on 9 June 2015 and it was noted that Construction Noise Permits under Contract HK/2012/08 were posted at site entrance locations for public inspection.</p> <p>In view of the potential noise nuisance, the Contractor was reminded to upkeep the site control system for construction works carrying out at restricted hours and night time for Construction Noise Permit compliance. Besides, other construction sites at the concerned location were observed.</p> <p>Furthermore, a meeting was held on 15 June 2015 between the EPD, Contractor of HK/2012/08, WDII RSS team and the Environmental Team on the public concern and the Contractor of HK/2012/08 has committed to review the re-application for the Construction Noise Permits GW-RS0223-15 and GW-RS0296-15 on usage of PMEs at a portion of site area outside the Fleet Arcade during public holiday including Sundays to minimize for the potential noise nuisance to nearby public.</p>	
150622	18 June 2015	EPD Ref.:H05/RS/0015054-15 dated 22 June 2015	A mooring location near shore and at location outside Wan Chai Sports Ground	Dark smoke and malodour emission was observed from a hopper barge moored near shore and other construction plants under operation from the reclamation construction site	A public complaint regarding dark smoke and malodour concern referred by EPD was received by ET on 22 June 2015 (EPD Ref.: H05/RS/00015054-15 dated 22 June 2015). The complainant reported that dark smoke and malodour emission was observed from a hopper barge moored near shore and other construction plants under operation from the reclamation construction site with Contract no. HK/2009/02 at location outside Wan Chai Sports Ground caused air pollution. The complainant alleged that the said situation had been observed for a prolonged period.	Interim report submitted to EPD on 29 June 2015 and EPD advised no comment on 20 July 2015 on the interim report submitted and case closed.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>ET confirmed with the Resident Site Staff that reinforced bar fixing and concreting work (on 17 June 2015 only) were conducted at Portion 2 from 15 June 2015 to 19 June 2015. Total 3 nos. of mobile crane were in operation. On 17 June 2015, one no. of concrete pump truck and two nos. of concrete mixer were in operation. Excavation and Lateral Support was conducted at Portions 3 & 4 from 15 June 2015 to 19 June 2015. Total 4 nos. of excavator, 2 nos. of truck and 2 nos. of crawler crane were in operation. In addition, on 15 June 2015, 17 June 2015 and 19 June 2015, 1 no. of derrick barge was moored near Portions 3 & 4 for transportation of the excavated material away from site.</p> <p>According to the relevant site records under Contract HK/2009/02, from 15 June 2015 to 19 June 2015, reinforced bar fixing and concreting work (on 17 June 2015 only) were conducted at Portion 2 and total 3 nos. of mobile crane, one no. of concrete pump truck (on 17 June 2015 only) and two nos. of concrete mixer (on 17 June 2015 only) were in operation; excavation and lateral support was conducted at Portions 3 & 4 and total 4 nos. of excavator, 2 nos. of truck and 2 nos. of crawler crane were in operation. Based on relevant site record, no hopper barge was moored under Contract HK/2009/02 around the concerned location while 1 no. of derrick barge was moored under Contract HK/2009/02 near Portions 3 & 4 for transportation of the excavated material from Portions 3 & 4 away from site on 15 June 2015, 17 June 2015 and 19 June 2015 respectively.</p> <p>Follow-up inspection was conducted during weekly environmental inspection on 25 June 2015, no dark smoke and malodour emission was observed from the PMEs operating on-site. A derrick barge was</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					observed moored near Portions 3 & 4 and excavated material was transferred to the derrick barge by the excavators on land without barge operation and no particular dark smoke and malodour emission was observed. Nevertheless, the Contractor was reminded to conduct regular checking on the condition of the derrick barge and other PMEs deployed on site to ensure only well maintained PMEs are used to avoid potential dark smoke and maldour emission affecting nearby public.	
150714	11 July 2015	ICC Complaint (Ref:#2-1149562777) referred by RSS was received by ET on 14 July 2015	A portion of site area adjacent to Hing Fat Street Site entrance	Direct discharge of muddy effluent into marine waters	<p>A public complaint regarding direct discharge of muddy effluent referred by RSS was received by ET on 14 July 2015 (ICC Ref.: #2-1149562777). The complainant reported that:</p> <p>Muddy effluent was directly discharged into nearby marine waters by Chun Wo worker. Further information was received by ET from RSS on 23 July 2015 and the complaint date was clarified to be 11 July 2015 and the concerned vehicle registration number shall be JV 7319.</p> <p>ET confirmed with the Resident Site Staff that no construction works was undertaken by the Contractors HY/2009/19 and adjacent Central WanChai Bypass Project construction site at the concerned location on 11 July 2015.</p> <p>No construction works was undertaken by the Contractor of HY/2009/19 and adjacent Central WanChai Bypass Project construction site at the concerned location on 11 July 2015 and the concerned vehicle (License Plate JV 7319 labelled as Chun Wo) was confirmed not belonging to the Contractor of HY/2009/19.</p> <p>Follow-up inspection was conducted during weekly environmental inspection on 14 July 2015, no direct discharge connection was further observed on site.</p>	Updated Final investigation report submitted on 27 July 2015.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>No construction works was undertaken by Central WanChai Bypass Project at the concerned location and no sump pit or works area under Central WanChai Bypass Project associated with potential muddy effluent discharge was identified. In addition, a construction area with excavated pit under WSD Contract 12/WSD/10 was noted at the concerned location behind the alleged vehicle responsible for direct discharge of muddy effluent.</p> <p>Based on the further review on the information received on 23 July 2015, the alleged direct discharge was observed originating from the works area under WSD Contract 12/WSD/10 and not related to the Central Wan Chai Bypass Project construction works.</p>	
150723	20 July 2015	EPD Ref.:H05/RS/0018040-15 dated 23 July 2015	Ex-Wanchai Ferry Pier near 720 & 722 Bus stop	Malodour from marine sediment	<p>A public complaint regarding malodour referred by EPD was received by ET on 23 July 2015 (EPD Ref.: H05/RS/00018040-15 dated 23 July 2015).</p> <p>The complainant reported that malodour from marine sediment was scented at ex-Wanchai ferry pier near route 720 & 722 bus stop. (Contract HK/2009/02).</p> <p>ET confirmed with the Resident Site Staff that Rockfill placing works was conducted by one derrick barge at the concerned location (WCR3) under Contract HK/2009/02 on 20 July 2015. No marine sediment was stored or placed on site at the concerned location under Contract HK/2009/02 on 20 July 2015.</p> <p>According to the relevant site records under Contract HK/2009/02, rockfill placing works was conducted by one derrick barge at WCR3 area on 20 July 2015 and no marine sediment was stored or placed on site at the concerned location on the concerned date.</p>	Interim report submitted to EPD on 30 July 2015. EPD advised no comment on 17 August 2015 on the interim report submitted and case closed.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>Follow-up inspection was conducted during weekly environmental inspection on 29 July 2015. No marine sediment was observed stored or placed at the concerned location while it was noted that a culvert outfall with potential odour concern is located adjacent to the concerned location.</p> <p>Nevertheless, the Contractor was reminded to review the handling procedures in case of any future marine sediment handling at the concerned location and to consider the implementation of mitigation measures as appropriate to minimize potential malodour impact to nearby public.</p>	
150904	01 Sept 2015	EPD Ref.: H05/RS/0002 2241-15 dated 04 September 2015 received by ET on 4 September 2015	East of New WanChai Ferry Pier	Dropping of excavated material from land to sea during loading of material	<p>A public complaint regarding dropping of excavated material from land to sea referred by EPD was received by ET on 04 September 2015 (EPD Ref.: H05/RS/00022241-15 dated 04 September 2015). The complainant reported that dropping of excavated materials from land to sea during loading of materials by excavator at the construction site to work boat. (Contract HK/2009/02)</p> <p>ET confirmed with the Resident Site Staff that transferring of C&D materials from land to hopper barge by excavator at seaside along CWB Tunnel Portions 3 and 4 was undertaken by Contract HK/2009/02 on 01 September 2015.</p> <p>Mitigation measure including providing tarpaulin sheet to cover the gap between seawall and the hopper barge to prevent dropping of material to the sea was implemented by the Contractor.</p> <p>According to the relevant site records under Contract HK/2009/02, transferring of C&D materials from land to hopper barge by excavator at seaside along CWB Tunnel Portions 3 and 4 was carried out on 01 September 2015 and mitigation measures including provision of tarpaulin sheet between</p>	Interim report submitted to EPD on 14 September 2015. EPD advised no comment on 5 October 2015 on the interim report submitted and case closed.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>seawall and the hopper barge was implemented by the Contractor of HK/2009/02 on the concerned date. Follow-up inspection was conducted during weekly environmental inspection on 10 September 2015. Transferring of C&D materials from land to barge by excavator was observed at the concerned location and mitigation measures including provision of tarpaulin sheet between seawall and hopper barge and the material transfer works was generally in order. Nevertheless, the Contractor of HK/2009/02 was reminded to maintain the handling procedure for C&D materials transfer from land to hopper barge and regularly inspect the condition of the tarpaulin sheet provided to ensure the nearby water quality are not affected by the loading and unloading of material from land side to hopper barge.</p> <p>The Contractor was reminded to maintain the handling procedure for C&D materials transfer from land to hopper barge and regularly inspect the condition of the tarpaulin sheet provided to ensure the nearby water quality are not affected by the loading and unloading of material from land side to hopper barge.</p>	
150904	02 Sept 2015	EPD Ref.: H04/RS/0002 2385-15 dated 04 September 2015 received by ET on 04 September 2015	Location outside Fleet Arcade	Construction noise was generated from the construction site of HK/2012/08 at location outside Fleet Arcade during night time on weekdays and daytime during General Holidays. The complainant also concerned construction dust and exhaust emission from derrick barges during	A public complaint regarding construction noise and dust and exhaust emission referred by EPD was received by ET on 04 September 2015 (EPD Ref.: H04/RS/00022385-15 dated 04 September 2015). The complainant reported that construction noise was generated from the construction site of HK/2012/08 at location outside Fleet Arcade during night time on weekdays and daytime during General Holidays. The complainant also concerned construction dust and exhaust emission from derrick barges during transporting C&D material at the site. (Contract HK/2012/08)	Interim report submitted to EPD on 14 September 2015. 2 nd interim report submitted to EPD on 17 Dec 2015



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
				transporting C&D material at the site.	<p>ET confirmed with the Resident Site Staff that from 0800 hrs to 1800 hrs on 30 August 2015, removal of scaffold and timber and installation of bulkhead was undertaken by the Contractor of HK/2012/08 at the concerned location. Total one generator and one circular saw were in operation.</p> <p>From 1900hrs on 30 August 2015 to 0700 on 31 August 2015, no construction works was undertaken by the Contractor of HK/2012/08 at the concerned location.</p> <p>From 1900hrs on 31 August 2015 to 0700hrs on 01 September 2015, no construction works was undertaken by the Contractor of HK/2012/08 at the concerned location.</p> <p>From 1900hrs to 2115 hrs on 01 September 2015, unloading of soil was undertaken by the Contractor of HK/2012/08 at the concerned location. Total one derrick barge was in operation.</p> <p>From 2300hrs on 01 September 2015 to 0700hrs on 02 September 2015, no construction works was undertaken by the Contractor of HK/2012/08 at the concerned location.</p> <p>One derrick barge was deployed for unloading of soil on 02 September 2015 during daytime under Contract HK/2012/08 at the concerned location.</p> <p>Based on the relevant site records, from 0800 hrs to 1800 hrs on 30 August 2015, removal of scaffold</p>	3 rd interim report submitted to EPD on 31 Dec 2015



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>and timber and installation of bulkhead was undertaken by the Contractor of HK/2012/08 at the concerned location. Total one generator and one circular saw were in operation and the relevant Construction Noise Permit GW-RS0296-15 for the concerned operation was confirmed in place.</p> <p>From 1900hrs on 30 August 2015 to 0700 on 31 August 2015, no construction works was undertaken by the Contractor of HK/2012/08 at the concerned location and from 1900hrs on 31 August 2015 to 0700hrs on 01 September 2015, no construction works was undertaken by the Contractor of HK/2012/08 at the concerned location.</p> <p>From 1900hrs to 2115 hrs on 01 September 2015, unloading of soil was undertaken by the Contractor of HK/2012/08 at the concerned location. Total one derrick barge was in operation and the Construction Noise Permit GW-RS0296-15 for the concerned operation was confirmed in place.</p> <p>From 2300hrs on 01 September 2015 to 0700hrs on 02 September 2015, no construction works was undertaken by the Contractor of HK/2012/08 at the concerned location. In view of the above, the construction activities conducted under Contract HK/2012/08 during the concerned period was in compliance with the statutory requirement.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>In addition, one derrick barge was deployed for unloading of soil on 02 September 2015 during daytime under Contract HK/2012/08 at the concerned location. Follow-up inspection was conducted during weekly environmental inspection on 08 September 2015 and no dark smoke emission was observed from the derrick barge moored outside the concerned location. Nevertheless, the Contractor of HK/2012/08 was reminded to conduct regular checking on the condition of the all derrick barges deployed on site to ensure only well maintained equipment are used to avoid potential dark smoke emission affecting nearby public and the Contractor of HK/2012/08 was reminded to upkeep the site control system for construction works carrying out at restricted hours and night time for Construction Noise Permit compliance.</p> <p>The Contractor was reminded to conduct regular checking on the condition of derrick barges deployed on site to ensure only well maintained equipments are used on site to avoid potential dark smoke emission affecting nearby public.</p> <p>The Contractor of HK/2012/08 was reminded to upkeep the site control system for construction works carrying out at restricted hours and night time for Construction Noise Permit compliance.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
151117	Not specified	EPD complaint received by ET on 17 Novmeber 2015	Causeway Bay Typhoon Shelter	Improper handling or bentonite and marine sediment generated from construction works and contaminated discharge from water treatment plant into Victoria Harbour	<p>A public complaint regarding illegal disposal of construction waste referred by EPD was received by ET on 17 November 2015. The complainant reported that over 10,000 m3 of bentonite after usage for construction of diaphragm wall was disposed of at Victoria Harbour.</p> <p>The Contractor recently deployed mobile crane to transfer the bentonite from mud pit on to works barge. The bentonite was then mixed with soil and transported to the Public Fill. During the course, seepage of slurry through grab generated drop off to marine waters and the soil mixing generated dust impact to nearby yacht club, typhoon shelter and affect nearby public and boats.</p> <p>Disposal of dredged marine sediment was not carried out in accordance with the Management of Dredged/Excavated Sediment. Instead the marine sediment was covered by sand and soil and transported to the Public Fill.</p> <p>White or greyish effluent was discharged directly into Victoria Harbour marine waters from wastewater treatment plant on construction site.</p> <p>In response to the complaint concern, additional water quality monitoring from end November 2015 to mid January 2016 until the post-diaphragm wall construction activities and all bentonite silos and residue bentonite slurry at TS3 were completely removed had been undertaken by the Environmental Team and additional site inspections</p>	<p>Interim investigation report submitted to EPD on 24 November 2015.</p> <p>2nd interim investigation report submitted to EPD on 17 December 2015.</p> <p>3rd interim investigation report submitted to EPD on 31 December 2015.</p> <p>Final investigation report submitted on 5 February 2016.</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>have been conducted by the ET and the investigation findings were included in the interim investigation reports separately submitted to the EPD. In addition, the ET and IEC have conducted checking on the waste disposal records and site construction records with the CWB RSS team to confirm the key construction activities during the concerned period and the quantities of inert C&D material disposed.</p> <p>Specific enhancement on site supervision was undertake by the CWB RSS team to ensure the properly handling of the remaining bentonite slurry in terms of the following: Depth of the bentonite slurry at the primary mixing pit (at south of TS3) was recorded by RSS team daily at regular intervals starting from 22nd December 2015 to record the changes in the level of slurry, particularly before end of works and at the start of works on the next day to confirm no significant change in bentonite slurry level during non-working hours until the complete removal of the mud pit.</p> <p>During the silo dismantling stage, the amount of residue bentonite cleared from the remaining silo were monitored on daily basis to record of the residue bentonite transferred for mixing and final disposal.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					The Environmental Team will continue to keep in view on the contractor environmental mitigation measures during the routine inspections, with specific attention at TS3 area on the effectiveness of Contractor's remediation measures and check the implementation of site measures in accordance with the EIA and EM&A Manual recommendations.	
ICC complaint case (ICC Ref: 2-1593165694) dated 26 November 2015	26 No 2015	ICC complaint received by ET on 27 November 2015	Construction area outside City Garden Block 11	Noise nuisance due to windblown slapping of a metal onto adjacent barrier at night time	<p>A public complaint regarding noise impact referred by RSS was received by ET on 27 November 2015 (ICC Case Ref.: 2-1593165694 dated 26 November 2015). The complainant reported that noise was emanated from the IECL construction site outside City Garden Block 11 due to the windblown slapping of a metal sheet onto adjacent barrier causing nuisance to nearby residents at night time.</p> <p>ET confirmed with the Resident Site Staff that the noise nuisance was caused by the windblown action of the corrugated metal sheet loosely affixed onto the temporary noise barrier panel above a concrete block footing fronting City Garden.</p> <p>The noise nuisance was caused by the windblown action of the corrugated metal sheet loosely affixed onto the temporary noise barrier panel above a concrete blocking footing fronting City Garden. The concerned corrugated metal sheet was removed by the Contractor of HY/2009/19 on 27 November 2015 to avoid further generation of noise nuisance.</p>	Final investigation report to be issued on 01 December 2015.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					The Contractor was reminded to check and ensure metal sheetings and other material stored within the construction site are properly affixed to avoid potential noise nuisance due to windblown action.	
EPD complaint case (EPD Ref: H04/RS/00028924-15 dated 04 December 2015	12 November 2015	EPD complaint received by ET on 04 December 2015	Two International Finance Centre at Finance Street, Central	Construction dust generated from construction site near Two International Finance Centre	<p>A public complaint regarding construction dust impact referred by EPD was received by ET on 04 December 2015 (EPD Ref: H04/RS/00028924-15). The complainant reported that excessive construction dust was generated from the construction site near Two International Finance Centre at Finance Street, Central</p> <p>ET confirmed with the Resident Site Staff that bridge works and drains/ sewers construction at the concerned location was undertaken by Contract HY/2009/18 on 12 November 2015. A stockpile which would be reused for backfilling was stored at the concerned location by Contract HY/2009/18 on 12 November 2015.</p> <p>Mitigation measures implemented by the Contractor for the above construction works including covering of idled portion of stockpile and dampening of the exposed stockpile was implemented for the stockpile at the concerned location.</p>	<p>1st interim report submitted to EPD on 14 December 2015</p> <p>2nd interim report submitted to EPD on 4 January 2016</p> <p>EPD advised no comment on 07 January 2015 on the report submitted and case closed.</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>According to relevant site records confirmed by RSS, bridge works and drains/ sewers construction at the concerned location was undertaken by Contractor of HY/2009/18 on 12 November 2015 and a stockpile which would be reused for backfilling was stored at the concerned location. Mitigation measures including covering of idled portion of stockpile and dampening of the exposed stockpile was implemented for the stockpile at the concerned location.</p> <p>In view of the public concern on potential dust impact at the concerned location, the Contractor of HY/2009/18 rearranged the works sequence and placed concrete blocks at the bridge retaining wall to allow for early commencement of backfilling on 19 November 2015 to minimize the size of the stockpile at an earlier stage. Additional water sprinklers were installed on 27 November 2015 to further enhance the dampening of the stockpile surface during excavation.</p> <p>Follow-up inspection was conducted during weekly environmental inspection on 10 December 2015 and mitigation measures including covering of stockpile stored at the concerned location was implemented while it was observed that stockpiles stored near Man Chiu Street was not properly covered. The Contractor of HY/2009/18 was advised to promptly provide covering to all idled stockpile stored on site and the Contractor was reminded to enhance the</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					watering during excavated material handling near the concerned location. Further follow up inspection was conducted on 17 December 2015 and mitigation measures including covering and watering for idle stockpile and material handling were implemented.	
ICC complaint case (ICC Case Ref: 2-1656689815 dated 14 December 2015	14 December 2015	EPD complaint received by ET on 04 December 2015	Construction area outside City Garden Block 10 and Block 11	Incessant noise emanating from the construction site of the Island East Corridor link that forms part of the Central Wanchai Bypass Project	<p>A public complaint regarding noise impact referred by RSS was received by ET on 16 December 2015 (ICC Case Ref.: 2-1656689815 dated 14 December 2015). The complainant reported that:</p> <p>Incessant noise emanating from the construction site of the Island Eastern Corridor Link that forms part of the Central-Wanchai Bypass Project.</p> <p>Over the past couple of weeks, there have been loud mechanical pounding at the construction site over the reclaimed area between Blocks 10 and 11 of City Garden. As can be seen, machines have been breaking open the concrete paved on top of the reclaimed area. Work often starts well before 9am on weekdays and, barring a brief period of lull during lunch hours, would often continue unabated until after 5pm. Although I note that certain noise reduction measures have been put into place (e.g. the erection of flimsy noise barriers around the work area), the noise created is still enormous, and this has become a significant nuisance for residents</p>	Final report was issued on 23 December 2015 and case closed.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>living in nearby blocks of our estate, especially children and the elderly who have to stay at home for longer hours.</p> <p>ET confirmed with the Resident Site Staff that concreting breaking works was carried out with one breaker on 7, 9, 11, 12 and 14 December 2015 and the breaking works at the concerned location were completed on 14 December 2015 morning. Noise mitigation measures including temporary noise barriers near the point of breaking and covering the breaker with acoustic mat were provided during the concerned concrete breaking works.</p> <p>According to information confirmed by RSS, concreting breaking works was carried out by one excavator mounted breaker on 7, 9, 11, 12 and 14 December 2015 and the concerned breaking works outside City Garden Block 10 and Block 11 was completed on 14 December 2015 morning. Noise mitigation measures including temporary noise barriers near the point of breaking and covering the breaker with acoustic mat were provided during the concerned concrete breaking works. Based on the further review on the record of the environmental inspection conducted on 09 December 2015, the Contractor of HY/2009/19 was reminded to temporary noise barrier provided for the pile cap demolition shall follow the the Environmental Permit EP-364/2009/D requirement.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					Follow up inspection was conducted during weekly environmental inspection on 17 December 2015, the concerned breaking works opposite to City Garden Block 10 and Block 11 was observed completed while the Contractor was reminded that the remaining section of temporary noise barrier in accordance with the latest Environmental Permit EP-364/2009/D shall be completed on site as soon as possible. According to the information provided by RSS, the temporary noise barrier in accordance with the Environmental Permit requirement opposite to City Garden was substantially completed on 21 December 2015. In view of the public concern, the Contractor was suggested to consider to review the works duration at daytime and conduct other future breaking works around the concerned location intermittently to minimize the potential noise nuisance caused to the surroundings.	
EPD Ref.: H05/RS/00000570-16 dated 14 January 2016	07 January 2016	EPD complaint received by ET on 14 January 2016	Lung King Street	Operation of powered mechanical equipment at the construction site near Lung King Street after 1900hrs.	<p>A public complaint regarding construction noise referred by EPD was received by ET on 14 January 2016 (EPD Ref.: H05/RS/00000570-16 dated 14 January 2016). The complainant reported that there was operation of powered mechanical equipment at the construction site near Lung King Street after 1900hrs. (Contract HK/2012/08)</p> <p>ET confirmed with the Resident Site Staff that from 1900hrs to 2115hrs on 06 January 2016, shifting of equipment and socket H-pile casing was undertaken by the Contractor of HK/2012/08 at the concerned location. Total one crawler crane was in operation.</p>	Interim investigation report submitted to EPD on 22 January 2016. EPD advised on 17 February no comment on the interim report submitted and case closed.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>According to the relevant site records provided by RSS, shifting of equipment and socket H-pile casing was undertaken by the Contractor of HK/2012/08 at the concerned location from 1900hrs to 2115hrs on 06 January 2016. Total one crawler crane was in operation and the relevant Construction Noise Permit GW-RS0976-15 for the concerned operation was confirmed in place.</p> <p>Based on the above, the construction activities conducted under Contract HK/2012/08 on 06 January 2016 after 1900hrs was in compliance with the statutory requirement. Nevertheless, the Contractor was reminded to upkeep the site control system for construction works carried out during restricted hours and night time for Construction Noise Permit compliance in view of the nearby public concern.</p>	
ICC complaint case (ICC Ref.: #2-1754682833 and ICC Ref: #2-1759629742	19 January 2016	EPD complaint received by ET on 19 January 2016	Hung Hing Road	Drainage at Hung Hing Road, Causeway Bay near the entrance of Cross Harbour Tunnel was blocked and sewage was overflowing from the sewer.	<p>Two public complaints regarding the subject matter on blocked drainage were referred by RSS was received by ET on 19 January 2016 (ICC Ref.: #2-1754682833 and ICC Ref: #2-1759629742).</p> <p>The first complainant (ICC Ref.: #2-1754682833) on 11 January 2016 reported that the drainage at Hung Hing Road, Causeway Bay near the entrance of Cross Harbour Tunnel was blocked and sewage was overflowing from the sewer.</p> <p>The first complainant on 13 January 2016 enquired the status of follow-up, the complainant reported that the sewage overflow was severe and pose environmental hygiene concern to the</p>	Final investigation report issued on 27 January 2016



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>surroundings.</p> <p>The first complainant on 14 January 2016 reported that the situation was not improved and would escalate the case if not addressed.</p> <p>The second complainant on 12 January 2016 (ICC Ref: #2-1759629742) reported that a foul sewer was found choking and foul water flows onto the carriageways.</p> <p>ET confirmed with the Resident Site Staff that no discharge point from the Contractor of HY/2009/15 is located within the concern portion of public drain (roadside gully) along Hung Hing Road.</p> <p>The observed yellow pipe extending from the roadside gully at Hung Hing Road into the site area under Contract HY/2009/15 was installed by the Contractor of HY/2009/15 to pump excessive sewage from the roadside gully on 11 January 2016.</p> <p>According to relevant site records and information provided by RSS, a steady flow of wastewater, noticeably sewer-like odour, was seeping through an existing sewage manhole at Hung Hing Road on 11 January 2016 and resulting in the formation of local ponding formed around the low point gully nearby.</p> <p>Based on relevant site information, no discharge point from the Contractor of HY/2009/15 was located at the concerned public drain (roadside gully) along Hung Hing Road while the observed yellow pipe extending from the roadside gully at Hung Hing Road into Contract HY/2009/15 site area was installed by the Contractor of HY/2009/15 to pump excessive sewage from the roadside gully on 11 January 2016. In view of no discharge point established under Contractor HY/2009/15 was observed at the concerned portion of Hung Hing Road, no direct information</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					indicating the association with the Contractor of HY/2009/15 is considered available. Follow up inspection was conducted during the weekly environmental inspection on 26 January 2016, no further accumulation of wastewater and no particular blockage of the concerned roadside gully at Hung Hing Road was observed. In addition, no overflow from the roadside sewer was observed. Nevertheless, the Contractor of HY/2009/15 was reminded to upkeep the site exit condition to avoid any potential impact to the surroundings.	
EPD complaint case (EPD Case Ref.:H05/RS/00001524-16	22 January 2016	EPD complaint received by ET on 22 January 2016	Hung Hing Road	Construction wastewater from the China Stat's construction site under Contract HY/2009/15 was discharged from the site exit at Hung Hing Road near the Royal Hong Kong Yacht Club to the carriage of Hung Hing Road causing accumulation of stagnant water	A public complaint regarding the blockage of public drainage referred by EPD was received by ET on 22 January 2016 (EPD Case Ref.: H05/RS/00001524-16). The complainant reported that construction wastewater from the China State's construction site under Contract HY/2009/15 was discharged from the site exit at Hung Hing Road near the Royal Hong Kong Yacht Club to the carriage of Hung Hing Road causing accumulation of stagnant water starting from 11 January 2016. ET confirmed with the Resident Site Staff that no construction activities with potential runoff at the main entrance of PRE Office was conducted under Contractor of HY/2009/15 on 11, 14, 15 and 17 January 2016. Concreting for Seawall Reinstatement at TPCWAE was conducted under Contractor of HY/2009/15 on 12 January 2016 and 18 January 2016. Concreting for construction works at covered Tunnel by using concrete pump at TPCWAE was conducted under Contractor of HY/2009/15 on 13 January 2016 and 16 January 2016. According to relevant site records and information	Interim investigation report submitted to EPD on 01 February 2016. EPD advised on 17 February no comment on the interim report submitted and case closed.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>provided by RSS, a steady flow of wastewater, noticeably sewer-like odour, was seeping through an existing sewage manhole at Hung Hing Road on 11 January 2016 and resulting in the formation of local ponding formed around the low point gully nearby.</p> <p>Based on relevant site information provided by RSS, no construction activity with potential runoff at the main entrance of PRE Office were conducted under Contractor of HY/2009/15 on 11, 14, 15 and 17 January 2016 while concreting for seawall reinstatement at TPCWAE were conducted on 12 January 2016 and 18 January 2016 and concreting for construction works at covered Tunnel by using concrete pump at TPCWAE were conducted on 13 January 2016 and 16 January 2016. All construction runoff was pumped to the wastewater treatment facility. In addition, no discharge point from the Contractor of HY/2009/15 was located at the concerned public drain (roadside gully) along Hung Hing Road.</p> <p>Follow up inspection was conducted during the weekly environmental inspection on 26 January 2016. No further accumulation of wastewater and particular blockage of the concerned roadside gully at Hung Hing Road was observed and no overflow from the roadside sewer was observed. The condition of the construction site exit under HY/2009/15 was generally in order and no particular construction surface runoff was observed. Nevertheless, the Contractor of HY/2009/15 was reminded to upkeep the site exit condition to avoid any potential impact to the surroundings.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
EPD Ref.: H05/RS/0003169-16 dated 16 February 2016	16 February 2016	EPD complaint received by ET on 16 February 2016	West of HKCEC	Construction work at construction site of CEDD Wan Chai Development Phase II reclamation project around 2200hrs	<p>A public complaint regarding construction works at restricted hours referred by EPD was received by ET on 16 February 2016 (EPD Ref.:H05/RS/00003169-16 dated 16 February 2016). The complainant reported that:</p> <p>There was construction work at construction site of CEDD Wan Chai Development Phase II reclamation project around 2200hrs on 06 February 2016 at the west of HKCEC within the work area of Contract HK/2012/08.</p> <p>ET confirmed with the Resident Site Staff that from 1900hrs to 2300hrs on 06 February 2016, no site activity was undertaken by the Contractor of HK/2012/08 at the concerned location and site activities under the Contractor of HK/2012/08 at the concerned area were stopped around 1700hrs on 06 February 2016.</p> <p>According to the relevant site records provided by RSS, from 1900hrs to 2300hrs on 06 February 2016, no site activity was undertaken by the Contractor of HK/2012/08 at the concerned location and site activities under the Contractor of HK/2012/08 at the concerned area were stopped around 1700hrs on 06 February 2016.</p> <p>Nevertheless, the Contractor was reminded to upkeep the site control system for any construction works carried out during restricted hours and night time for Construction Noise Permit compliance.</p>	Interim investigation report submitted to EPD on 23 February 2016.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
ICC Ref.: CASE#2-19386374 03 dated 01 March 2016	01 March 2016	ICC complaint received by ET on 03 March 2016	Lung King Street near the parking spaces for motorcycles	Construction noise was emanated from road works	<p>A public complaint regarding construction noise referred by ICC was received by ET on 03 March 2016 (ICC Ref.: CASE#2-1938637403 dated 01 March 2016). The complainant reported that construction noise was emanated from road works located between Lung Wo Road and Lung Wui Road Interface.</p> <p>Further information was referred by RSS on 15 March 2016, the complainant clarified on 15 March 2016 that construction noise was emanated from road works located between Lung Wo Road and Lung Wui Road Interface during midnight and has lasted for one and half month resulting in nuisance to nearby residence.</p> <p>Further information was referred by RSS on 18 March 2016, the complainant further clarified on 18 March 2016 that the concerned location shall be Lung King Street near the parking spaces for motorcycles and the Contract no. as stated on the publicity board is HK/2012/08. Furthermore, the complainant identified the noise was from power generators.</p> <p>ET confirmed with the Resident Site Staff that there was neither construction works nor operation of power generators under Contract HK/2012/08 at the concerned location from 1900hrs to 0700hrs during the period from 23 February 2016 to 14 March 2016.</p> <p>Based on the complaint information referred by ICC on 3 March 2016, according to the relevant site records provided by RSS, from 0800hrs to 1800hrs on both 29 February 2016 and 01 March 2016, drainage works was undertaken by Contract HK/2012/08 at Lung Wo Road and one excavator was in operation for soil excavation. Follow up inspection was conducted during the weekly environmental site inspection on 08 March 2016</p>	<p>1st investigation report issued on 11 March 2016.</p> <p>2nd investigation report issued on 23 March 2016 and case closed.</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>and no particular noise emanating works was observed.</p> <p>Based on the further information provided by the complainant on 15 March 2016, the complainant clarified on 15 March 2016 that Construction noise was emanated from road works located between Lung Wo Road and Lung Wui Road Interface during midnight and has lasted for one and half month resulting in nuisance to nearby residence. On 18 March 2016, the complainant further clarified on 18 March 2016 that the concerned location shall be Lung King Street near the parking spaces for motorcycles and the Contract no. as stated on the publicity board is HK/2012/08. Furthermore, the complainant identified the noise was from power generators. According to the relevant site records provided by RSS, there was neither construction works nor operation of power generators under Contract HK/2012/08 at the concerned location from 1900hrs to 0700hrs during the period from 23 February 2016 to 14 March 2016.</p> <p>Nevertheless, in view of the public concern, the Contractor is recommended to maintain regular maintenance of the plant and equipment deployed to avoid potential nuisance to the nearby public.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
EPD Ref.: H05/RS/00005206-16 dated 10 March 2016	07 March 2016	EPD complaint received by ET on 10 March 2016	Waterfront at Lung King Street	Construction dust, plant exhaust and construction noise generated from the construction work of Contract HK/2012/08 at waterfront of Lung King Street caused nuisance, and the water quality at the waterfront of Lung King Street was becoming worse that accumulation of the floating refuse and foam was found	<p>A public complaint regarding construction dust, plant exhaust, construction noise and water quality referred by EPD was received by ET on 10 March 2016 (EPD Ref.: H05/RS/00005206-16 dated 10 March 2016). The complainant reported that construction dust, plant exhaust and construction noise generated from the construction work of Contract HK/2012/08 at waterfront of Lung King Street caused nuisance, and the water quality at the waterfront of Lung King Street was becoming worse that accumulation of the floating refuse and foam was found.</p> <p>ET confirmed with the Resident Site Staff that soil excavation at ELS area, Zone A2(2), was carried out, where at approx. 100m from the waterfront of Lung King Street from 08:00 hrs to 18:00 hrs on 07 March 2016 under Contract HK/2012/08. Two excavators were involved at that location. Erection of falsework for culvert L was carried out near the waterfront of Lung King Street from 08:00 hrs to 18:00 hrs on 07 March 2016 under Contract HK/2012/08. One lorry crane was involved for lifting falsework elements. Dust suppression measures including the water sprinklers were installed along site haul road.</p> <p>Regularly removed the floating refuse at the waterfront of Lung King Street was conducted by the Contractor of HK/2012/08. The concerned observed floating foam at the waterfront of Lung King Street was found originating from the diverted cooling mains discharge.</p> <p>According to the relevant site records provided by RSS, soil excavation at ELS area, Zone A2(2) was carried out, where at approx. 100m from the waterfront of Lung King Street under Contract</p>	<p>Interim investigation report submitted to EPD on 18 March 2016.</p> <p>EPD advised no comment on 29 April 2016 on the interim report submitted and case closed.</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>HK/2012/08 from 08:00hrs to 18:00hrs on 07 March 2016 and two excavators were in operation at that location while erection of falsework for culvert L was carried out near the waterfront of Lung King Street from 08:00hrs and 18:00hrs on 07 March 2016 under Contract HK/2012/08 and one lorry crane was involved for lifting falsework elements. Dust suppression measures including the use of water sprinklers along the site haul road was implemented by the Contractor of HK/2012/08 and removal of floating refuse was regularly conducted at the waterfront of Lung King Street by the Contractor of HK/2012/08. Upon investigation, the concerned observed floating foam at the waterfront of Lung King Street was found originating from the diverted cooling mains discharge.</p> <p>Follow up inspection was conducted during the weekly environmental site inspection on 15 March 2016 and dust suppression measures including watering for haul road, tarpaulin sheet covering for cement bags stored on site and three side and top covering for grouting station were implemented while and no dark smoke emission from the plant and machinery deployed on site was observed. Noise mitigation measures including acoustic covering was implementing for excavator mounted breaker. In addition, removal of floating refuse on site was observed implemented by the Contractor of HK/2012/08 and no accumulation of floating refuse was found. The concerned foam originating from diverted cooling mains discharge was observed during inspection and the dispersion of the concerned foam of unknown chemical nature was observed isolated from the nearby public area.</p> <p>Nevertheless, in view of the public concern, the</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					Contractor was recommended to maintain regular checking of the plants and equipment deployed on site to avoid potential air quality impact to the nearby public and to maintain adequate dust suppression measures on site to avoid potential dust impact to the surroundings. The Contractor was reminded to maintain regular cleaning of floating refuse within the construction site area to avoid potential nuisance to the surroundings. The Contractor was also reminded to maintain the noise mitigation measure if breaking works would be required. The Contractor was also suggested to reflect the observed foam to relevant Cooling Mains owners.	
EPD Ref.: H05/RS/0006732-16 dated 10 March 2016	23 March 2016	EPD complaint received by ET on 31 March 2016	Seafront opposite to City Garden	Muddy water discharge from construction site outside City Garden	<p>A public complaint regarding direct discharge of muddy effluent referred by EPD was received by ET on 31 March 2016 (Case Ref.: H08/RS/00006732-16). The complainant reported that:</p> <p>Muddy water was observed discharged from the construction site of Central – Wan Chai Bypass – Tunnel (North Point Section) and Island Eastern Corridor Link (Contract No. HY/2009/19) into Victoria Harbour via a drain hole.</p> <p>ET confirmed with the Resident Site Staff that pipe Laying works between Pier 32 and Pier 33 and excavation and blinding works for Manhole at Pier 34 were in progress on 22 March 2016.</p> <p>The observed drain hole was identified to be the outlet point of a manhole and a section of an abandoned U-channel (extending from the concerned manhole to the Hong Kong Electric Substation in length along the site boundary) was adjoining the concerned manhole and sandbag was previously placed at the U-channel at the location near the inlet point to the concerned manhole.</p>	<p>The interim investigation report was submitted to EPD on 11 April 2016.</p> <p>EPD advised no comment on 02 September 2016 on the interim report submitted and case closed.</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>Based on the site records confirmed by RSS, pipe laying works between Pier 32 and Pier 33 and excavation and blinding works for Manhole at Pier 34 were in progress on 22 March 2016. The observed drain hole was identified to be the outlet point of a manhole and a section of an abandoned U-channel (extending from the concerned manhole to the Hong Kong Electric Substation in length along the site boundary) was adjoining the concerned manhole and sandbag was previously placed at the U-channel at the location near the inlet point to the concerned manhole. In addition, no site discharge point was connected to the aforesaid U-channel and the concerned manhole. In view of the environmental concern, the following remedial and precautionary actions were taken by the Contractor of HY/2009/19 on 29 March 2016.</p> <ul style="list-style-type: none">i) Plugging the inlet point of the concerned manhole (connecting to the abandoned U-channel) with concrete;ii) Plugging the outlet of the concerned manhole (connecting to the observed drain hole) with concrete;iii) Filling the concerned manhole with rubbles;iv) Shifting the unused wastewater treatment plant around the concerned location to other site location for use. <p>Follow-up inspection was conducted by the Environmental Team on 06 April 2016. No further contaminated runoff discharge was observed from the concerned drain hole and precautionary measures including provision of concrete bunding was implemented along the site boundary at the concerned location to avoid potential surface overflow. The pipe laying works and the excavation works was found at distant location</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>away from the concerned drain hole with no surface drain connection and no particular effluent was generated from the work. As such, no information indicate the discharge was related to the above construction activities.</p> <p>However, it was noted that another section of surface drainage channel within the construction site (perpendicular in direction to the initial identified abandoned U-channel) was also in connection to concerned manhole and minor residue mud deposition was observed within the surface drainage channel. Despite the above additional surface drainage channel identified, the outlet point of concerned final manhole (in connection with the observed drain hole) was observed plugged with concrete and filled with rubbles as rectification measure to avoid any further contaminated runoff discharge via the observed drain hole.</p> <p>Nevertheless, the Contractor of HY/2009/19 was reminded to conduct regular cleaning works for site surface drainage channel to avoid accumulation of silt and soil and avoid potential overflow by directing the surface runoff within the surface drainage channel to proper collection point for necessary treatment prior to discharge. The Contractor of HY/2009/19 was also reminded to check and review other surface drainage channel within the construction site to avoid potential runoff related impact via surface drainage channel to the nearby waters.</p> <p>In addition, it was noticed that water was discharged from a piping extending from City Garden and the discharged water would result in seepage across the site hoarding into the abandoned U-channel. The Contractor of HY/2009/19 was suggested to liaise with the City Garden Management Office for proper connection</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					of the observed pipping with discharge to prevent further seepage water into the construction site.	
H08/RS/0007662-16	05 April 2016	EPD complaint received by ET on 05 April 2016	Construction area opposite to Harbour Heights	Construction dust emission arising from drilling activity	<p>A public complaint regarding construction dust emission was referred by EPD was received by ET on 05 April 2016 (Case Ref.: H08/RS/0007662-16). The complainant reported that construction dust emission arising from drilling activity from the construction site of Central – Wan Chai Bypass – Tunnel (North Point Section) and Island Eastern Corridor Link (Contract No. HY/2009/19).</p> <p>ET confirmed with the Resident Site Staff that drilling holes for installation of starter bars was carried out under Contract HY/2009/19 at the vertical cut face of the existing IEC road slab on 05 April 2016</p> <p>Based on the site records confirmed by RSS, drilling holes for installation of starter bars was carried out under Contract HY/2009/19 at the vertical cut face of the existing IEC road slab on 05 April 2016 and according to the photo information provided by the EPD, no dust suppression measures was implemented during the observed drilling works on 05 April 2016.</p> <p>According to Air Pollution Control Ordinance, for pneumatic or power-driven drilling, cutting and polishing, water or a dust suppression chemical shall be continuously sprayed on the surface where any pneumatic or power-driven drilling, cutting, polishing or other mechanical breaking operation that causes dust emission is carried out, unless the process is accompanied by the operation of an effective dust extraction and filtering device.</p>	<p>The interim report was submitted to the EPD on 14 April 2016.</p> <p>EPD conducted follow up site visit on rectification measures on 21 April 2016. A inspection record form (Pink Form) was issued to the Contractor regarding the observed incident.</p> <p>EPD advised no comment on 02 September 2016 on the interim report submitted and case closed.</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					Follow-up inspection was conducted on 06 April 2016, rectification actions including the use of vacuum suction to extract dust generated during the concerned drilling works was observed implemented by the Contractor of HY/2009/19 for starter bars drilling works.	
ICC Case Ref.:2-2036525055 dated 27 March 2016	27 March 2016	ICC complaint case received by ET on 11 April 2016	Victoria Park Road Pedestrian Pathway	Toppling of tree	<p>An ICC public complaint regarding landscape aspect was referred by RSS was received by ET on 11 April 2016 (Case Ref.:2-2036525055). The complainant reported that a tree (6 meters in height and 1.5 meters in diameter) was found toppled at 111 Victoria Park Road, near Lamp post 38632 and blocking the Pedestrian pathway on 27 March 2016.</p> <p>ET confirmed with the Resident Site Staff that the concerned tree was identified as T710 and no construction activity in the vicinity of tree T710 on 27 March 2016 and no construction works are required in or near its vicinity.</p> <p>Based on the site records confirmed by RSS, the concerned tree was identified as the retained tree T710 maintained under the Contract of HY/2010/08 and the concerned tree T710 was located outside the assessment area in the relevant Project EIA Report. No construction works are required in the vicinity of concerned tree T710 and no construction activity was conducted in the vicinity of tree T710 on 27 March 2016. Nevertheless, based on RSS information, recent tree monitoring report indicates an existing cavity at trunk and the concerned tree T710 has been recommended to be felled in the tree risk assessment Form 2.</p> <p>With respect to the observed incident of the toppling of the concerned tree T710, the</p>	Investigation Report issued on 15 April 2016 and case closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					Contractor of HY/2010/08 was instructed by RSS to remove the broken trunk/ remains to avoid impact to the surroundings. The concerned tree T710 shall be compensated by the Contractor of HY/2010/08 in accordance with the Development Bureau Technical Circular (Works) No. 7/2015 and the detail on compensation would be further agreed with Victoria Park Management Office. Follow-up inspection was conducted on 13 April 2016, and the remaining parts of the concerned tree T710 was observed felled to avoid further impact to nearby public road.	
Not available	12 April 2016	A CEDD public complaint referred by RSS was received by ET on 13 April 2016	East of Star Ferry Piers	Muddy water was observed to disperse from Contract HK/2009/02 site area to Victoria Harbour occasionally as there was no silt curtain installed under the buoyancy floats. The location concerned was the East of Star Ferry Piers (Contract No. HK/2009/02).	<p>A CEDD public complaint regarding muddy dispersion referred by RSS was received by ET on 13 April 2016. The complainant reported that muddy water was observed to disperse from Contract HK/2009/02 site area to Victoria Harbour occasionally as there was no silt curtain installed under the buoyancy floats. The location concerned was the East of Star Ferry Piers (Contract No. HK/2009/02).</p> <p>ET confirmed with the Resident Site Staff that no marine construction activities or land construction activities under Contract HK/2009/02 at the concerned location on 12 April 2016. Surface runoff control measures including provision of concrete bund at the concerned location was implemented by Contract HK/2009/02. No soil & silt deposition along the seawall at the concerned location on 12 April 2016. No discharge point located in the vicinity of the concerned location under Contract HK/2009/02. Silt curtain with buoyancy floats acting as anchor points was installed at Monitoring Station RW21-P789 for Water intakes.</p>	Investigation report issued on 19 April 2016 and case closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>Based on the site records confirmed by RSS, no marine construction activities or land construction activities was carried out under Contract HK/2009/02 at the concerned location on 12 April 2016 and no soil and silt deposition was found along the seawall at the concerned location and precautionary measures for site runoff control including provision of concrete bund along boundary of site area near the waterfront around the concerned location was implemented by the Contractor HK/2009/02. In addition, no discharge point under Contract HK/2009/02 was located in the vicinity of the concerned location. Based on information confirmed by RSS, the buoyancy floats deployed at the concerned location are acting as the anchor points for the silt curtain deployed around the WQM Station RW21-P789 for the WSD and Cooling Water Intakes group.</p> <p>Follow-up inspection was conducted on 14 April 2016, no surface runoff from the construction site nor discharge of contaminated effluent was observed around the concerned location and precautionary measures including the provision of concrete bund at the concerned location was observed maintained by the Contractor of HK/2009/02 and the silt curtain deployed around the WQM station RW21-P789 was generally in order.</p> <p>In view of the public concern on the water quality, the Contractor of HK/2009/02 was reminded to maintain effective surface runoff protection and provide proper collection point of construction effluent around the concerned location to avoid potential surface runoff related impact.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
EPD Ref.: H05/RS/0008367-16 dated 13 April 2016	13 April 2016	A public complaint referred by EPD was received by ET on 13 April 2016	Outside the Hong Kong Academy for Performing Arts	Muddy water discharge from construction site	<p>A public complaint regarding muddy water discharge referred by EPD was received by ET on 13 April 2016 (EPD Ref.: H05/RS/0008367-16 dated 13 April 2016). The complainant reported that muddy water was discharged from the construction work of Contract HK/2012/08 to the sea outside the Hong Kong Academy for Performing Arts on 13 April 2016 morning.</p> <p>ET confirmed with the Resident Site Staff that internal transport of soil to the hopper barge for storage via landing barge was conducted by Contractor of HK/2012/08 during 0800 hours to 1000 hours on 13 April 2016 at the sea outside the concerned location and 3 nos. of dump trucks were deployed for the operation.</p> <p>Protection measure including provision of sandbag bunding along the side of the landing barge was implemented by the Contractor of HK/2012/08.</p> <p>According to the relevant site records provided by RSS, internal transport of soil to the hopper barge for storage via landing barge was conducted by Contractor of HK/2012/08 during 0800 hours to 1000 hours on 13 April 2016 at the sea outside the concerned location and 3 nos. of dump trucks were deployed for the operation. Protection measure including provision of sandbag bunding along the side of the landing barge was implemented by the Contractor of HK/2012/08. In addition, amber rainstorm warning signal was hoisted from 0630 hours to 1200 hours on 13 April 2016 and during the above time period, muddy water was observed from the upstream of culvert L outside the HK/2012/08 site.</p> <p>Follow up inspection was conducted on 19 April 2016, protection measures including provision of</p>	<p>Interim investigation report was submitted to the EPD on 21 April 2016.</p> <p>EPD advised no further comment on 06 June 2016 on the interim report submitted and case closed.</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>sandbag bunding along the side of the landing barge was implemented and no mud or soil deposition was observed along the seawall and no discharge point was located within the temporary water channel connecting the Culvert L outfall location to the Victoria Harbour. In addition, piling works was observed at the north side of Zone A1 on 19 April 2016 and construction effluent collection from piling work via sedimentation tank to wastewater treatment facility was implemented and steel barrier was installed around the piling works area to mitigate against potential surface runoff related impact.</p> <p>Nevertheless, in view of the public concern, the Contractor was reminded to maintain adequate perimeter embankment protection along the seawall boundary and maintain proper construction effluent collection system to avoid potential runoff related impact to nearby waters.</p>	
EPD Ref: H05/RS/0012646-16 dated 27 May 2016	26 May 2016	A public complaint referred by EPD was received by ET on 27 May 2016	Construction Site near Wanchai Ferry Pier	Operation of generator around the clock	<p>A EPD complaint regarding noise nuisance referred by RSS was received by ET on 27 May 2016 (EPD Ref: H05/RS/0012646-16 dated 27 May 2016). The complainant reported that a generator was operated round-the-clock in the Chun Wo- CRGL JV construction site near Wanchai Ferry Pier that cause noise nuisance. (Contract No. HK/2009/02).</p> <p>ET confirmed with the Resident Site Staff that a generator deployed under Contract HK/2009/02 near the covered walkway for Wanchai Ferry Pier at Portion 2 area and was operated from 1900hrs on 24 May 2016 to 0700hrs on 25 May 2016 and from 1900hrs on 25 May 2016 to 0700hrs on 26 May 2016. The generator was used for the power supply of lighting inside Tunnel Portions 1 and 2.</p> <p>According to the relevant site records provided by</p>	<p>Interim investigation report submitted to EPD on 7 June 2016.</p> <p>EPD advised no further comment on 05 August 2016 on the report submitted and case closed.</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>RSS, a generator deployed under Contract HK/2009/02 near the covered walkway for Wanchai Ferry Pier at Portion 2 area and was operated from 1900hrs on 24 May 2016 to 0700hrs on 25 May 2016 and from 1900hrs on 25 May 2016 to 0700hrs on 26 May 2016. The generator was used for the power supply of lighting inside Tunnel Portions 1 and 2. Based on review on site information, relevant Construction Noise Permits GW-RS0516-16 and GW-RS0390-16 for the operation of the concerned generator were confirmed in place while no sufficient site information was considered available to demonstrate the use of acoustic enclosure for the operation of the generator following the special condition 3d item 4. Despite the above, the Contractor of HK/2009/02 has suspended the use of the generator at the concerned location after 2300hours to minimize potential noise concern to the surroundings from 28 May 2016.</p> <p>Nevertheless, the Contractor of HK/2009/02 was reminded to upkeep the site control system for construction works carried out during restricted hours and night time for Construction Noise Permit compliance and maintain regular maintenance of the plant and equipment deployed to avoid potential nuisance to the nearby public.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
EPD Ref: H08/RS/0014627-16 dated 16 June 2016	15 June 2016	A public complaint referred by EPD was received by ET on 16 June 2016	Construction area of Island Eastern Corridor near Sea View Estate.	Splashing from the working area of Island Eastern Corridor near Sea View Estate.	<p>A public complaint was referred by EPD was received by ET on 16 June 2016 (Case Ref.: H08/RS/00014627-16). The complainant reported that his or her properties were covered by many water stains which were splashing from the working area of Island Eastern Corridor near Sea View Estate.</p> <p>ET confirmed with the Resident Site Staff that rebar fixing was carried out on 13 and 14 June 2016 under the Contractor of HY/2009/19 while formwork cleaning and laying concrete for stitching and curing work for concrete were carried out under the Contractor of HY/2009/19 on 15 June 2016 and 16 June 2016 respectively.</p> <p>Mitigation measures including provision of metal cover underneath the bridge deck in slanting position at Watson Road to prevent spilling of water onto public road and provision of tarpaulin sheet along the guard rails of the bridge deck at Pier 19-20 (opposite to Sea View Estate) to prevent splashing of water to outside area were implemented by the Contractor of HY/2009/19.</p> <p>Based on the site records confirmed by RSS, rebar fixing was carried out on 13 and 14 June 2016 under the Contractor of HY/2009/19 while formwork cleaning and laying concrete for stitching and curing work for concrete were carried out under the Contractor of HY/2009/19 on 15 June 2016 and 16 June 2016 respectively.</p> <p>Mitigation measures including provision of metal cover underneath the bridge deck in slanting position at Watson Road to prevent spilling of water onto public road and provision of tarpaulin sheet along the guard rails of the bridge deck at Pier 19-20 (opposite to Sea View Estate) to prevent splashing of water to outside area were implemented by the Contractor of HY/2009/19.</p>	The interim report submitted to the EPD on 29 June 2016. EPD advised no comment on the interim report submitted and case closed on 02 September 2016.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>Follow up inspection was conducted on 22 June 2016, mitigation measures including the use of metal cover underneath the bridge deck at Watson Road and provision of tarpaulin sheet along the guard rails of the section of bridge deck opposite to Sea View Estate were implemented by the Contractor of HY/2009/19. No particular spilling or splashing of construction water was observed during inspection around the concerned location.</p> <p>Nevertheless, in view of the public concern, the Contractor of HY/2009/19 was suggested that the direction of the water hose shall be pointed away from the public area as far as practicable during water use or watering for dust suppression to avoid potential splashing nuisance caused to the surroundings. The Contractor of HY/2009/19 was also reminded to maintain proper site drainage to direct surface runoff generated from construction works or cleaning to the proper collection point within site area to avoid potential nuisance to the surroundings.</p>	
EPD Ref: H08/RS/0016213-16 dated 14 July 2016	30 June 2016	A public complaint referred by EPD was received by ET on 14 July 2016	Construction Site of TS3 near Slip Road 8	Night time construction noise from construction works between 0200hrs to 0300hrs and construction dust emission from construction site of TS3 near Slip Road 8 section.	<p>A public complaint referred by EPD was received by ET on 14 July 2016 (Case Ref.: H08/RS/00016213-16). The complainant reported the concern about night time construction noise from construction works between 0200hrs to 0300hrs and construction dust emission from construction site of TS3 near Slip Road 8 section.</p> <p>ET confirmed with the Resident Site Staff that excavation at TS3 and loading of material onto derrick barge (Shun Tat 28) by crawler crane was undertaken by the Contractor of HY/2010/08 from 19:00hrs to around 02:00hrs on 30 June 2016. Total one crawler crane was in operation.</p> <p>Noise mitigation measures including equipping the crawler crane with noise barrier was implemented</p>	The interim report submitted to the EPD on 22 July 2016



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>by the Contractor of HY/2010/08.</p> <p>Dust mitigation measures including manual spraying of water and mist nozzles are deployed on the ground level and at the cofferdam.</p> <p>Based on the site records confirmed by RSS, excavation at TS3 and loading of material onto derrick barge (Shun Tat 28) by crawler crane was undertaken by the Contractor of HY/2010/08 from 19:00hrs on 29 June 2016 to around 02:00hrs on 30 June 2016. No construction works was conducted at the concerned location after around 02:00hrs on 30 June 2016. Total one crawler crane was in operation and noise mitigation measures including equipping the crawler crane with noise barrier was implemented by the Contractor of HY/2010/08.</p> <p>Based on review on relevant record, Construction Noise Permit GW-RS0434-16 for the operation of crawler crane at the concerned location was in place. However, based on relevant site record, it was noted that the crawler crane deployed during the concerned period could not match with the specific PME requirement under condition 3a (Crane, crawler, mounted with noise barrier (Kobelco 7250S)) of the Construction Noise Permit GW-RS0434-16 between 23:00hrs to 07:00hrs on the following day. Dust mitigation measures including manual spraying of water and mist nozzles were deployed on the ground level and at the cofferdam.</p> <p>Follow up inspection was conducted on 20 July 2016, the potential concerned excavation works at the concerned location was not observed and no particular dust impact was observed around the concerned location.</p> <p>In view of the above, the Contractor of HY/2010/08 was advised to review the site control system for</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					construction works carried out during restricted hours to check and ensure the model/ specific PMEs deployed are in compliance with relevant Construction Noise Permit. The Contractor of HY/2010/08 was also reminded to maintain regular maintenance of the plant and equipment deployed to avoid potential nuisance to the nearby public. Also, the Contractor of HY/2010/08 was reminded to maintain sufficient watering for excavated material handling to avoid potential dust nuisance to the surroundings.	
EPD Ref: H08/RS/0022448-16 dated 06 September 2016	04 Sept 2016	A public complaint referred by EPD was received by ET on 06 September 2016	Road construction works area near Causeway Bay Typhoon Shelter	Construction noise from road construction work near Causeway Bay Typhoon Shelter	<p>A public complaint referred by EPD was received by ET on 06 September 2016 (Case Ref.: H08/RS/0022448-16). The complainant reported that construction noise from the road construction work near Causeway Bay Typhoon Shelter during 0800hrs to 2100 hrs on 04 September 2016 (Sunday) caused nuisance. The complainant also indicated that the construction noise was generated up to 0100 hrs on normal weekdays.</p> <p>ET confirmed with the Resident Site Staff that underwater welding of lagging plate at Zone C was conducted from 0800hrs to 2100hrs on 04 September 2016. Total 1 no. of generator and 1 no. of welding machine were in operation.</p> <p>Grouting works at Victoria Park Road Eastbound slow lane was conducted from 2300hrs on 01 September 2016 to 0100hrs on 02 September 2016. Total 1 no. of grout mixer, 1 no. of agitator and 1 no. of grout pump were in operation.</p> <p>Grouting works at Victoria Park Road Eastbound slow lane was conducted from 2300hrs on 02 September 2016 to 0100hrs on 03 September 2016. Total 1 no. of grout mixer, 1 no. of agitator and 1 no. of grout pump were in operation.</p> <p>Grouting works at Victoria Park Road Eastbound</p>	<p>The interim report submitted to EPD on 20 September 2016.</p> <p>EPD advised no comment on 31 October 2016 on the interim report submitted and case closed.</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>slow lane was conducted from 2300hrs to 2359hrs on 03 September 2016. Total 1 no. of grout mixer, 1 no. of agitator and 1 no. of grout pump were in operation.</p> <p>Based on the site records confirmed by RSS, underwater welding of lagging plate at Zone C was conducted from 0800hrs to 2100hrs on 04 September 2016, total 1 no. of generator and 1 no. of welding machine were in operation and relevant Construction Noise Permit GW-RS0442-16 was in place. Grouting works at Victoria Park Road Eastbound slow lane was conducted from 2300hrs on 01 September 2016 to 0100hrs on 02 September 2016. Total 1 no. of grout mixer, 1 no. of agitator and 1 no. of grout pump were in operation. Grouting works at Victoria Park Road Eastbound slow lane was conducted from 2300hrs on 02 September 2016 to 0100hrs on 03 September 2016. Total 1 no. of grout mixer, 1 no. of agitator and 1 no. of grout pump were in operation. Grouting works at Victoria Park Road Eastbound slow lane was conducted from 2300hrs to 2359hrs on 03 September 2016. Total 1 no. of grout mixer, 1 no. of agitator and 1 no. of grout pump were in operation. Relevant Construction Noise Permit GW-RS0531-16 was in place for the above construction activities.</p> <p>Nevertheless, in view of the public concern, the Contractor of HY/2010/08 was reminded to maintain the site control system for construction works carried out during restricted hours to ensure the PMEs deployed are in compliance with relevant Construction Noise Permit. The Contractor of HY/2010/08 was also reminded to maintain regular maintenance of the plant and equipment deployed to avoid potential nuisance to the nearby public.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
EPD Ref: H08/RS/00024768-16 dated 07 October 2016	28 Sept 2016 04 Oct 2016	A public complaint referred by EPD was received by ET on 07 October 2016	Causeway Bay Typhoon Shelter	Construction work at the construction site in Causeway Bay Typhoon Shelter area was found after 1900hrs on 28 September 2016 and 04 October 2016 that caused noise nuisance.	<p>A public complaint referred by EPD was received by ET on 07 October 2016 (Case Ref.: H08/RS/00024768-16). The complainant reported that construction work at the construction site in Causeway Bay Typhoon Shelter area was found after 1900hrs on 28 September 2016 and 04 October 2016 that caused noise nuisance. The complainant also reported that there were 5 concrete lorry mixers operating at the above site after 1900hrs on 04 October 2016.</p> <p>ET confirmed with the Resident Site Staff that concreting for tunnel structure in TS3 (W) was conducted from 1900hrs to 2300hrs on 28 September 2016. One concrete pump and two concrete lorry mixers were in operation. One no. of concrete lorry mixer was located at the East of TS3 (W) and one no. of concrete lorry mixer was located at the west of TS3 (W). Concreting for tunnel structure in TS3 (W) was conducted from 1900hrs to 2300hrs on 04 October 2016. One concrete pump and two concrete lorry mixers were in operation. One no. of concrete lorry mixer was located at the East of TS3 (W) and one no. of concrete lorry mixer was located at the west of TS3 (W).</p> <p>Based on the site records confirmed by RSS, concreting for tunnel structure in TS3 (W) was conducted from 1900hrs to 2300hrs on 28 September 2016 and from 1900hrs to 2300hrs on 04 October 2016 and total one concrete pump and two concrete lorry mixers were in operation during the above concerned periods. One no. of concrete lorry mixer was located at the East of TS3 (W) and one no. of concrete lorry mixer was located at the west of TS3(W) during the above concerned periods and relevant Construction Noise Permit</p>	The interim investigation report was submitted to EPD on 18 October 2016.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>GW-RS0434-16 and GW-RS0407-16 were in place for the construction works conducted during the above concerned periods.</p> <p>Nevertheless, in view of the public concern, the Contractor of HY/2010/08 was reminded to maintain the site control system for construction works carried out during restricted hours to ensure the PMEs deployed are in compliance with relevant Construction Noise Permit. The Contractor of HY/2010/08 was also reminded to maintain regular maintenance of the plant and equipment deployed to avoid potential nuisance to the nearby public.</p>	
EPD Ref: H05/RS/00 029722-16 dated 22 November 2016	15 Nov 2016	A public complaint referred by EPD received by ET on 22 November 2016	Construction Site near Wanchai Ferry Pier	Noise was emanated in the Chun Wo – CRGLJV construction site near Wanchai Ferry Pier till late night and caused nuisance to nearby sensitive receivers.	<p>An EPD complaint regarding noise nuisance referred by EPD was received by ET on 22 November 2016 (EPD Ref: H05/RS/00029722-16 dated 22 November 2016). The complainant reported that noise was emanated in the Chun Wo – CRGLJV construction site near Wanchai Ferry Pier till late night and caused nuisance to nearby sensitive receivers.</p> <p>ET confirmed with the Resident Site Staff that Excavation works at Portion 5 was conducted under Contract HK/2009/02 at Portion 5 area (West of Wan Chai Ferry Pier) from 1900hrs to 2300hrs on 14 November 2016. Total two crawler cranes, two excavators and two generators were operated at ground level and four excavators were operated below ground level. No construction activity was conducted under Contract HK/2009/02 from 2300hrs on 14 November 2016 to 0700hrs on 15 November 2016. Total two generators were operated at ground level for lighting illumination of Portion 5.</p>	Interim investigation report submitted to EPD on 29 November 2016.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>According to information provided by RSS, excavation works at Portion 5 was conducted under Contract HK/2009/02 at Portion 5 area (West of Wan Chai Ferry Pier) from 1900hrs to 2300hrs on 14 November 2016. Total two crawler cranes and two excavators were operated at ground level and four excavators were operated below ground level. Two generators were operated at ground level. Based on review on site information, relevant Construction Noise Permits GW-RS0593-15 for the above construction activities and above operation of the generators were confirmed in place. No construction activity was conducted under Contract HK/2009/02 from 2300hrs on 14 November 2016 to 0700hrs on 15 November 2016 and two generators were operated at ground level for lighting illumination of Portion 5.</p> <p>In view of the public concern, the Contractor of HK/2009/02 confirmed that the two generators for lighting power supply at ground level after 2300hrs had been suspended and replaced by other two generators located below ground level at Portion 5 area since 23 November 2016 to minimize the noise impact to the surroundings. In addition, the Contractor of HK/2009/02 was reminded to upkeep the site control system for construction works carried out during restricted hours and night time for Construction Noise Permit compliance and maintain regular maintenance of the plant and equipment deployed to avoid potential nuisance to the nearby public. Also, the Contractor of HK/2009/02 was recommended to review the enhancement noise mitigation measure to be adopted for the generators deployed at ground level before 2300hrs to alleviate potential noise concern to the surroundings.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
EPD ref: H08/RS/00 030890-16 dated 07 December 2016	24 Nov 2016	A public complaint referred by EPD received by ET on 07 December 2016	Construction Site at Victoria Park	Noise emanated from the construction site at Victoria Park after 1900hrs.	<p>A public complaint referred by EPD was received by ET on 07 December 2016 (Case Ref.: H08/RS/00030890-16). The complainant reported that Noise was emanated in the construction site near Victoria Park after 19:00 and caused nuisance to nearby sensitive receivers on 24 November 2016. ET confirmed with the Resident Site Staff that welding works for the tie-rod for the vertical blinding concrete was undertaken by the Contractor of HY/2010/08 at the construction site in the Victoria Park from 1900hrs to 2300hrs on 24 November 2016. Total 3 nos. of welding machines (electric), 3 nos. of water pumps (electric) and 1 no. of AquaSED were in operation.</p> <p>Based on the site records confirmed by RSS, welding works for the tie-rod for the vertical blinding concrete was undertaken by the Contractor of HY/2010/08 at the construction site in the Victoria Park from 1900hrs to 2300hrs on 24 November 2016. Total 3 nos. of welding machines (electric), 3 nos. of water pumps (electric) and 1 no. of AquaSED were in operation and relevant Construction Noise Permit GW-RS0930-16 was in place for the construction works conducted during the above concerned period. In addition, according to relevant site information confirmed by RSS, the welding machines, water pumps and AquaSED were connected to and powered by Hong Kong Electric power grid. Nevertheless, in view of the public concern, the Contractor of HY/2010/08 was reminded to maintain the site control system for construction works carried out during restricted hours to ensure the PMEs deployed are in compliance with relevant Construction Noise Permit. The Contractor of HY/2010/08 was also reminded to maintain regular maintenance of the plant and equipment deployed to avoid potential nuisance to the nearby public.</p>	Investigation report submitted to EPD on 16 December 2016. Under EPD review



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
EPD complaint H08/RS/0001175-17 dated 16 January 2016	10 January 2017	A public complaint referred by EPD received by ET on 16 January 2017	Causeway Bay Typhoon Shelter	Construction work at the reclamation site in Causeway Bay Typhoon Shelter area (Under the Island Eastern Corridor) was found after 1900hrs on 10 January 2017 and the concrete lorry mixer and concrete pump may not comply with the Construction Noise Permit	<p>A public complaint referred by EPD was received by ET on 16 January 2017 (Case Ref.: H08/RS/00001175-17). The complainant reported that construction work at the reclamation site in Causeway Bay Typhoon Shelter area (Under the Island Eastern Corridor) was found after 1900hrs on 10 January 2017. The complainant reported that there were 3 concrete pumps and around 10 concrete lorry mixers operating at the above site during the said period which may not comply with the Construction Noise Permit.</p> <p>ET confirmed with the Resident Site Staff that concreting of tunnel structure was conducted under Contract HY/2010/08 at Temporary Reclamation Area TS3 between 1900hrs and 2000hrs on 10 January 2017.</p> <p>Total 3 nos. of Lorry Mounted Concrete Pumps and 6 nos. of Concrete Lorry Mixers were operated at TS3 while temporary noise barrier was provided for 2 nos. of the operating Lorry Mounted Concrete Pumps and 4 nos. of the operating Concrete Lorry Mixers. Total 1 no. of Concrete Lorry Mixer was at stand-by within TS3 Works area.</p> <p>Concreting of tunnel structure was conducted under Contract HY/2010/08 at Temporary Reclamation Area TS3 between 2000hrs and 2030hrs 10 January 2017. Total 2 nos. of Lorry Mounted Concrete Pump and 4 nos. of Concrete Lorry Mixers were operated at TS3 while temporary noise barrier was provided for 1 no. of the operating Lorry Mounted Concrete Pumps and 2 nos. of the operating Concrete Lorry Mixers. Total 1 no. of Concrete Lorry Mixer was at stand-by within TS3 Works area.</p>	Interim investigation report submitted to EPD on 03 February 2017.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>Concreting of tunnel structure was conducted under Contract HY/2010/08 at Temporary Reclamation Area TS3 between 2030hrs and 2300hrs 10 January 2017. Total 1 no. of Lorry Mounted Concrete Pump and 2 nos. of Concrete Lorry Mixers were operated at TS3.</p> <p>Based on the site records confirmed by RSS, concreting of tunnel structure was conducted under Contract HY/2010/08 at Temporary Reclamation Area TS3 between 1900hrs and 2300hrs on 10 January 2017. From 1900hrs to 2000hrs, total 3 nos. of Lorry Mounted Concrete Pumps and 6 nos. of Concrete Lorry Mixers while temporary noise barrier was provided for 2 nos. of the operating Lorry Mounted Concrete Pumps and 4 nos. of the operating Concrete Lorry Mixers. Total 1 no. of Concrete Lorry Mixer was at stand-by within TS3 Works area.</p> <p>From 2000hrs to 2030hrs, total 2 nos. of Lorry Mounted Concrete Pump and 4 nos. of Concrete Lorry Mixers were operated at TS3 while temporary noise barrier was provided for 1 no. of the operating Lorry Mounted Concrete Pumps and 2 nos. of the operating Concrete Lorry Mixers. Total 1 no. of Concrete Lorry Mixer was at stand-by within TS3 Works area.</p> <p>From 2030hrs to 2300hrs, total 1 no. of Lorry Mounted Concrete Pump and 2 nos. of Concrete Lorry Mixers were operated at TS3.</p> <p>Relevant Construction Noise Permit GW-RS1232-16 (Corresponding PME Groups operated include Group M, Group K and Group H) was in place for the construction works conducted during the above concerned periods and based on RSS information, a designated personnel on-site was responsible for controlling and supervising the switching between PME Groups. Meanwhile, there</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>is no sufficient information to conclude if the concerned PME(s) (Concrete Lorry Mixer and Lorry Mounted Concrete Pump) deployed behind the temporary noise barrier provided were not visible to nearby sensitive receivers.</p> <p>As multiple PME grouping under the Construction Noise Permit are involved, the Contractor of HY/2010/08 was reminded to strictly follow the site control system for construction works carried out during restricted hours to ensure the PMEs deployed are in strict compliance with relevant Construction Noise Permit. The Contractor of HY/2010/08 was also reminded to maintain regular maintenance of the plant and equipment deployed to avoid potential nuisance to the nearby public.</p>	
ICC complaint case (Ref: #2-3218844776) dated 23 December 2017	22 Dec 2016	ICC complaint case referred by RSS received by ET on 18 January 2017	Construction Site Gate Exit near Expo Drive East	No wheel washing from CEDD work site, no supervision from the Resident Site Staff, mud was dispersed on the road and flush to the communal drain by Chun Wo-China Railway JV HK/2009/02.	<p>A public complaint regarding the subject matter on wheel washing referred by RSS was received by ET on 18 January 2017 (ICC Ref: #2-3218844776). The complainant reported that no wheel washing from CEDD work site, no supervision from the Resident Site Staff, mud was dispersed on the road and flush to the communal drain by Chun Wo-China Railway JV HK/2009/02.</p> <p>ET confirmed with the Resident Site Staff that the concerned location was Site Exit Gate No. 6 at Expo Drive East operated and maintained under HK/2009/02 on 22 December 2016. Site measures including provision of wheel washing facility was implemented by the Contractor of HK/2009/02 on the concerned date.</p> <p>According to information provided by RSS, the concerned location was Site Exit Gate No. 6 at Expo Drive East operated and maintained under HK/2009/02 on 22 December 2016. In view of the environmental concern, remedial measures including i) instructing all workers to conduct wheel</p>	Final investigation report issued on 23 January 2017.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>washing within the designated location with collection pit to prevent overflow of washing effluent and ii) manual removal of dirt/silt by worker instead of water flushing in case of dirt/muddy trail found on road were implemented by the Contractor on 28 December 2016. Also, the Contractor of HK/2009/02 was further reminded by the WDII RSS to maintain proper wheel washing facilities at Gate No.6 and inspect regularly to ensure that all vehicles leaving the site to public roads are free of mud.</p> <p>Nevertheless, the Environmental Team further reminded the Contractor on 04 January 2017 that site measures including i) wheel washing operation shall be conducted at the designated location behind the backfall to avoid overflow of washing effluent onto public road ii) any silt/ soil deposited of the public road shall be cleared manually shall be strictly followed and relevant remedial actions were taken by the Contractor of HK/2009/02 on 04 January 2017.</p> <p>According to site inspection conducted on 17 January 2017, the concerned site exit Gate No.6 was maintained in proper condition, no silt/ mud deposition was observed on the public road and wheel washing was conducted by the Contractor of HK/2009/02 at the designated location within the construction site to avoid overflow of washing effluent onto nearby public road.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
ICC complaint case (Ref: #2-3512033936) dated 20 February 2017	20 February 2017	ICC complaint case referred by RSS received by ET on 24 February 2017	Victoria Park Swimming Pool	Noise was emanated from the construction site near Victoria Park Swimming Pool between 2300hrs to 2400hrs in the past months and caused nuisance.	<p>An ICC complaint referred by RSS was received by ET on 24 February 2017 (CASE#2-3512033936). The complainant reported that noise was emanated from the construction site near Victoria Park Swimming Pool between 2300hrs to 2400hrs in the past months and caused nuisance. ET confirmed with the Resident Site Staff that no works was conducted under Contract HY/2010/08 near Victoria Park Swimming Pool (Hing Fat Street) during the restricted hours (from 1900hrs to 0700hrs on the following day) from 21 December 2016 to 20 February 2017.</p> <p>No works was conducted under Contract HY/2010/08 near Victoria Park Swimming Pool (Hing Fat Street) during the restricted hours (from 1900hrs to 0700hrs on the following day) from 21 December 2016 to 20 February 2017.</p> <p>Nevertheless, in view of the public concern, the Contractor of HY/2010/08 was reminded to maintain the site control system for construction works carried out during restricted hours to ensure the PMEs deployed are in compliance with relevant Construction Noise Permit. The Contractor of HY/2010/08 was also reminded to maintain regular maintenance of the plant and equipment deployed to avoid potential nuisance to the nearby public.</p>	Final Investigation Report issued on 02 March 2017 and case closed.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
ICC complaint case (Ref: #2-35154748 31) dated 21 February 2017	21 February 2017	ICC complaint case referred by RSS received by ET on 24 February 2017	Construction Site near Victoria Park Swimming Park and Causeway Bay Typhoon Shelter	Noise was emanated from the construction site near Victoria Park Swimming Pool between 2300hrs to 2400hrs in the past months and caused nuisance.	<p>An ICC complaint referred by RSS was received by ET on 24 February 2017 (CASE#2-3515474831). The complainant reported that noise was emanated from the construction site near Victoria Park Swimming Pool and Causeway Bay Typhoon Shelter between 1900hrs to 2400hrs in the past months and caused nuisance.</p> <p>ET confirmed with the Resident Site Staff that concreting of tunnel structure at Temporary Reclamation Area TS3 were conducted under Contract HY/2010/08 between 1900hrs and 2300hrs on 13, 14, 15, 16 and 18 February 2017. Total 3 nos. of concrete pump and 6 nos. of concrete lorry mixers were operated.</p> <p>Concreting of tunnel structure at Temporary Reclamation Area TS3 were conducted under Contract HY/2010/08 between 1900hrs and 2100hrs on 21 February 2017. Total 3 nos. of concrete pump and 6 nos. of concrete lorry mixers were operated. Concreting of tunnel structure at Zone C was conducted under Contract HY/2010/08 between 1900hrs to 2300hrs on 17 and 20 February 2017. Total 1 no. of concrete pump and 2 nos. of concrete mixers were operated. Bar bending at Zone C was conducted under Contract HY/2010/08 between 1900hrs to 2300hrs on 13, 14, 15, 16, 18 and 19 February 2017. Total 1 no. bar bender and cutter was operated. No works was conducted under Contract HY/2010/08 near Victoria Park Swimming Pool (Hing Fat Street) during the restricted hours (from 1900hrs to 0700hrs on the following day) across the period from 13 February 2017 to 21 February 2017.</p> <p>Based on the site records confirmed by RSS, no works was conducted under Contract HY/2010/08</p>	Final Investigation Report issued on 07 March 2017 and case closed.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>near Victoria Park Swimming Pool (Hing Fat Street) during the restricted hours (from 1900hrs to 0700hrs on the following day) from 13 February 2017 to 20 February 2017. Concreting of tunnel structure at Temporary Reclamation Area TS3 was conducted under Contract HY/2010/08 between 1900hrs and 2300hrs on 13, 14, 15, 16 and 18 February 2017 and total 3 nos. of concrete pumps and 6 nos. of concrete lorry mixers were operated. Concreting of tunnel structure at Temporary Reclamation Area TS3 were conducted under Contract HY/2010/08 between 1900hrs and 2100hrs on 21 February 2017 and total 3 nos. of concrete pump and 6 nos. of concrete lorry mixers were operated. Relevant Construction Noise Permit GW-RS0029-17 was in place while it is considered that there is no sufficient information to indicate whether the Powered Mechanical Equipment were deployed at the designed location stipulated under the relevant Construction Noise Permit with noise mitigation measures required.</p> <p>Concreting of tunnel structure at Zone C was conducted under Contract HY/2010/08 between 1900hrs to 2300hrs on 17 and 20 February 2017. Total 1 no. of concrete pump and 2 nos. concrete mixers were operated. Bar bending at Zone C was conducted under Contract HY/2010/08 between 1900hrs to 2300hrs on 13, 14, 15, 16, 18 and 19 February 2017 and total 1 no. bar bender and cutter was operated. Relevant Construction Noise Permit GW-RS1366-13 was in place while it is considered that there is no sufficient information to indicate whether the Powered Mechanical Equipment were deployed at the designed location stipulated under the relevant Construction Noise Permit with noise mitigation measures required.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>Nevertheless, further to the joint ad-hoc inspection conducted by the ET/IEC on 13 February 2017 during restricted hours (between 1900hrs to 2200hrs), concurrent operations of 4 nos. of concrete lorry trucks at the Southern Side of TS3 near Construction Site Entrance and concurrent operations of 2 nos. of concrete lorry pumps and 2 nos. of concrete lorry truck at Western and Northern Side of TS3 were observed while the temporary noise barrier provided for the concrete lorry pump and concrete lorry truck at the Northern Side of TS3 could not screen entirely the concrete lorry truck and concrete lorry pump (Located at Northern Side of TS3) from nearby sensitive receivers. Therefore, it is considered that the above operations observed could not follow the PME grouping requirement and the specific condition 3.d.4 under the relevant Construction Noise Permit.</p> <p>In view of the above, the Contractor of HY/2010/08 was advised to enhance the site supervision and strictly implement the site control system for construction works carried out during restricted hours to ensure the PMEs deployed strictly comply with relevant Construction Noise Permit. The Contractor of HY/2010/08 was also reminded to maintain regular maintenance of the plant and equipment deployed to avoid potential nuisance to the nearby public.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
ICC complaint case (Ref: #2-35210975 79) dated 22 February 2017	22 February 2017	ICC complaint case referred by RSS received by ET on 27 February 2017	Construction Site at Victoria Harbour near Victoria Park	Noise was emanated from the construction Site at Victoria Harbour near Victoria Park from 0000hrs to 0200hrs on Tuesday and caused nuisance and Concrete Lorry was observed on scene.	<p>An ICC complaint referred by RSS was received by ET on 27 February 2017 (CASE#2-3521097579). The complainant reported that noise was emanated from the construction Site at Victoria Harbour near Victoria Park from 0000hrs to 0200hrs on Tuesday and caused nuisance and Concrete Lorry was observed on scene.</p> <p>ET confirmed with the Resident Site Staff that no construction work was conducted under HY/2010/08 at Zone C (Victoria Park Road) and Temporary Reclamation Area Zone between 0000hrs to 0200hrs on 21 February 2017 and between 0000hrs to 0200hrs on 22 February 2017.</p> <p>No construction work was conducted under HY/2010/08 at Zone C (Victoria Park Road) and Temporary Reclamation Area Zone between 0000hrs to 0200hrs on 21 February 2017 and between 0000hrs to 0200hrs on 22 February 2017.</p> <p>Nevertheless, in view of the public concern, the Contractor of HY/2010/08 was reminded to maintain the site control system for construction works carried out during restricted hours to ensure the PMEs deployed are in compliance with relevant Construction Noise Permit. The Contractor of HY/2010/08 was also reminded to maintain regular maintenance of the plant and equipment deployed to avoid potential nuisance to the nearby public.</p>	Final Investigation Report issued on 02 March 2017 and case closed.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
ICC Complaint Case (CASE #2-3576157538 dated 05 March 2017)	05 March 2017	ICC complaint referred by RSS was received by ET on 06 March 2017	Construction works area under Contract HK/2009/02 for Wanchai Development Phase II	Noise was emanated from the construction works under Contract HK/2009/02 for Wanchai Development Phase II on 05 March 2017 and potential violation of ordinance was suspected.	<p>An ICC complaint referred by RSS was received by ET on 06 March 2017 (CASE#2-3576157538). The complainant reported that noise was emanated from the construction works under Contract HK/2009/02 for Wanchai Development Phase II on 05 March 2017 and potential violation of ordinance was suspected.</p> <p>ET confirmed with the Resident Site Staff that no works was conducted under Contract HK/2009/02 from 0000hrs to 0830hrs on 05 March 2017. Removal ELS waling at Portion 5 (West of WanChai Ferry Pier) was conducted under Contract HK/2009/02 from 0830hrs to 1700hrs on 05 March 2017. Total 2 nos. of crawler cranes were in operation at ground level.</p> <p>Tunnel backfilling and construction of temporary walls at Portions 3&4 (Near Wan Shing Street) were conducted under Contract HK/2009/02 from 0830hrs to 1700hrs. Total 1 no. of excavator and 1 no. of dump truck were in operation at ground level and 2 nos. of excavator and 1 no. of loader were in operation below ground level.</p> <p>According to the information confirmed by RSS, no works was conducted under Contract HK/2009/02 from 0000hrs to 0830hrs on 05 March 2017. Removal ELS waling at Portion 5 (West of WanChai Ferry Pier) was conducted under Contract HK/2009/02 from 0830hrs to 1700hrs on 05 March 2017. Total 2 nos. of crawler cranes were in operation at ground level. Tunnel backfilling and construction of temporary walls at Portions 3&4 (Near Wan Shing Street) were conducted under Contract HK/2009/02 from 0830hrs to 1700hrs. Total 1 no. of excavator and 1 no. of dump truck were in operation at ground level and 2 nos. of excavator and 1 loader were in operation below</p>	Investigation report issued on 10 March 2017 and case closed.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>ground level. Relevant Construction Noise Permit GW-RS1305-16 was in place.</p> <p>Nevertheless, in view of the public concern, the Contractor of HK/2009/02 was reminded to maintain the site control system for construction works carried out during restricted hours to ensure the PMEs deployed are in compliance with relevant Construction Noise Permit. The Contractor of HK/2009/02 was also reminded to maintain regular maintenance of the plant and equipment deployed to avoid potential nuisance to the nearby public.</p>	
EPD complaint (Case Ref: H05/RS/006240-17)	05 March 2017	EPD complaint referred by RSS was received by ET on 14 March 2017. EPD clarified the complaint case shall be referred by ICC Complaint Hotline (CASE #2-3576157538)	Construction works area under Contract HK/2009/02 for Wanchai Development Phase II	Noise was emanated from the construction works under Contract HK/2009/02 for Wanchai Development Phase II on 05 March 2017 and potential violation of ordinance was suspected.	<p>A EPD complaint was referred to the ET on 14 March 2017 (CASE Ref: H05/RS/006240-17). The complainant reported that noise was emanated from the construction works under Contract HK/2009/02 for Wanchai Development Phase II on 05 March 2017 and potential violation of ordinance was suspected.</p> <p>ET confirmed with the Resident Site Staff that no works was conducted under Contract HK/2009/02 from 0000hrs to 0830hrs on 05 March 2017. Removal ELS waling at Portion 5 (West of WanChai Ferry Pier) was conducted under Contract HK/2009/02 from 0830hrs to 1700hrs on 05 March 2017. Total 2 nos. of crawler cranes were in operation at ground level.</p> <p>Tunnel backfilling and construction of temporary walls at Portions 3&4 (Near Wan Shing Street) were conducted under Contract HK/2009/02 from 0830hrs to 1700hrs. Total 1 no. of excavator and 1 no. of dump truck were in operation at ground level and 2 nos. of excavator and 1 no. of loader were in operation below ground level.</p>	<p>Interim Investigation report issued on 10 March 2017 and case closed.</p> <p>EPD advised no comment on 09 Oct 2017 on the interim report submitted and case closed</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>According to the information confirmed by RSS, no works was conducted under Contract HK/2009/02 from 0000hrs to 0830hrs on 05 March 2017. Removal ELS waling at Portion 5 (West of WanChai Ferry Pier) was conducted under Contract HK/2009/02 from 0830hrs to 1700hrs on 05 March 2017. Total 2 nos. of crawler cranes were in operation at ground level. Tunnel backfilling and construction of temporary walls at Portions 3&4 (Near Wan Shing Street) were conducted under Contract HK/2009/02 from 0830hrs to 1700hrs. Total 1 no. of excavator and 1 no. of dump truck were in operation at ground level and 2 nos. of excavator and 1 loader were in operation below ground level. Relevant Construction Noise Permit GW-RS1305-16 was in place.</p> <p>Nevertheless, in view of the public concern, the Contractor of HK/2009/02 was reminded to maintain the site control system for construction works carried out during restricted hours to ensure the PMEs deployed are in compliance with relevant Construction Noise Permit. The Contractor of HK/2009/02 was also reminded to maintain regular maintenance of the plant and equipment deployed to avoid potential nuisance to the nearby public.</p>	
ICC complaint Case (CASE#2 - 36031828 90) dated 10 March 2017	10 March 2017	An ICC complaint referred by RSS was received by ET on 13 March 2017	Construction Site at Victoria Park	Noise was emanated from the construction Site at Victoria Park from 2300hrs to 2400hrs on 10 March 2017 and caused nuisance to nearby residents.	<p>An ICC complaint referred by RSS was received by ET on 13 March 2017 (CASE#2-3603182890). The complainant reported that noise was emanated from the construction Site at Victoria Park from 2300hrs to 2400hrs on 10 March 2017 and caused nuisance to nearby residents.</p> <p>ET confirmed with the Resident Site Staff that no construction work was conducted under Contract HY/2010/08 at Victoria Park at from 2300hrs to 2400hrs on 10 March 2017.</p>	Investigation Report issued on 15 March 2017 and case closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>Based on the information provided by the RSS, no construction work was conducted under Contract HY/2010/08 at Victoria Park at from 2300hrs to 2400hrs on 10 March 2017.</p> <p>Nevertheless, in view of the public concern, the Contractor of HY/2010/08 was reminded to maintain the site control system for construction works carried out during restricted hours to ensure the PMEs deployed are in compliance with relevant Construction Noise Permit. The Contractor of HY/2010/08 was also reminded to maintain regular maintenance of the plant and equipment deployed to avoid potential nuisance to the nearby public.</p>	
EPD complaint Case (CASE Ref: H05/RS/00014415-17(14448-17) dated 18 May 2017	11 May 2017	An EPD complaint referred to ET on 18 May 2017	Construction Site under Contract HK/2009/02	<p>Construction work was found on 10 May 2017 (~03:52) that caused noise nuisance.</p> <p>According to the information provided by the IEC on 11 May 2017 and 15 May 2017, it was alleged that the concreting work under Contract No. HK/2009/02 was carried out for the Central-Wan Chai Bypass Top Slab Bay 6 during night time on 09 May 2017 and early morning on 10 May 2017 (between 11:00pm on 09 May 2017 and about 04:00 a.m. on 10 May 2017) with 3 pump trucks, 10 vibrating pokers, 9 concrete trucks and 2 generators in operation.</p>	<p>An EPD complaint was referred to the ET on 18 May 2017 (CASE Ref: H05/RS/00014415-17(14448-17)). The complainant reported that:</p> <p>Construction work was found on 10 May 2017 (~03:52) that caused noise nuisance. According to the photos provided by the complainant lorry mounted concrete pump were used. According to the information provided by the IEC on 11 May 2017 and 15 May 2017, it was alleged that the concreting work under Contract No. HK/2009/02 was carried out for the Central-Wan Chai Bypass Top Slab Bay 6 during night time on 09 May 2017 and early morning on 10 May 2017 (between 11:00pm on 09 May 2017 and about 04:00 a.m. on 10 May 2017) with 3 pump trucks, 10 vibrating pokers, 9 concrete trucks and 2 generators in operation. The concreting works under Contract No. CEDD HK/2009/02 was also carried out for the Central – Wan Chai Bypass Bay 10A OHVS Slab after 23:00 on 12 May 2017 (after 23:00) with 1 Pump truck, 2 vibrating pokers, 1 concrete trucks and 3 generators in operation.</p>	<p>Interim Investigation report submitted to EPD on 26 May 2017.</p> <p>EPD advised no comment on 09 Oct 2017 on the interim report submitted and case closed</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
				<p>The concreting works under Contract No. CEDD HK/2009/02 was also carried out for the Central – Wan Chai Bypass Bay 10A OHVS Slab after 23:00 on 12 May 2017 (after 23:00) with 1 Pump truck, 2 vibrating pokers, 1 concrete trucks and 3 generators in operation.</p>	<p>ET confirmed with the Resident Site Staff that 10 nos. of vibratory pokers, 3 nos. of concrete pump trucks and 3 nos. of generators were in operation at Tunnel Portion 5, Top Slab 6 from 2300hrs on 09 May 2017 to 0408hrs on 10 May 2017 while 9 nos. of concrete trucks were in operation at around 0320hrs on 10 May 2017.</p> <p>2 nos. of vibratory pokers, 1 no. of concrete truck, 1 no. of concrete pump truck, and 3 nos. of generators were in operation at Tunnel Portion 5, Top Slab 6 from 2300hrs on 12 May 2017 to 2340hrs on 12 May 2017.</p> <p>According to the RSS site information, 10 nos. of vibratory pokers, 3 nos. of concrete pump trucks and 3 nos. of generator were in operation at Tunnel Portion 5, Top Slab 6 from 2300hrs on 09 May 2017 to 0408hrs on 10 May 2017 while 9 nos. of concrete trucks were in operation at around 0320hrs on 10 May 2017 and the above construction operations could not comply with the item 3a - PME requirement under the Construction Noise Permit GW-RS1297-16. In response to the information provided by the RSS/ IEC on 11 May 2017, ad-hoc inspection was conducted by the Environmental Team on 13 May 2017 around 00:40 hrs. No construction operation and no PME deployment was observed at the time of inspection.</p> <p>According to the RSS site information, 2 nos. of vibratory pokers, 1 no. of concrete pump truck, and 3 nos. of generators were in operation at Tunnel Portion 5, Top Slab 6 from 2300hrs on 12 May 2017 to 2340hrs on 12 May 2017 and could not comply with the item 3a - PME requirement under Construction Noise Permit GW-RS1297-16. In response to the information provided by the RSS/ IEC on 15 May 2017, ad-hoc inspection was conducted by the Environmental Team on 19 May</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>2017 around 22:20hrs. 2 nos. of concrete truck, 1 no. of concrete pump tuck were observed in operation at the time of inspection and relevant CNP GW-RS0334-17 was in place.</p> <p>Notwithstanding the above, in view of the identified non-conformance, the Contractor of HK/2009/02 was requested to implement the following rectification measures to ensure the strict construction noise permit compliance including i) fully review Construction Noise Permit in force and the tentative construction operations to ensure the strict Construction Noise Permit compliance under Noise Control Ordinance, ii) fully review the site control system for construction works carried out during restricted hours to ensure the PMEs deployed are in compliance with relevant Construction Noise Permit and iii) review the construction sequence and schedule to ensure the construction operations and PME are operated in accordance to relevant Construction Noise Period within the specified allowable period. The Contractor of HK/2009/02 is also recommended to provide briefing and training section to site staffs to enhance the site awareness and understanding on relevant construction noise permit(s) requirement during restricted hours.</p> <p>The ET/IEC/RSS will maintain ad hoc checking on the construction operations under Contract HK/2009/02 during restricted hours and report relevant findings, if any, accordingly.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
EPD complaint Case (CASE Ref: N/A) dated 23 May 2017	23 May 2017	An EPD complaint referred to ET on 25 May 2017	Construction Site under Contract HK/2009/02	<p>Concreting works under Contract No. CEDD HK/2009/02 was carried out with crawler cranes, 10-12 vibratory pokers, and 7 concrete lorry mixers in the morning on 21 May 2017 without a valid CNP. Also, at 15:30 on 21 May 2017, 9 vibratory pokers and 7 concrete lorry mixers were observed in operation. These works were suspected to contravene the Noise Control Ordinance (NCO).</p>	<p>An EPD complaint was referred to the ET on 25 May 2017 (CASE Ref: N/A). The complainant reported that concreting works under Contract No. CEDD HK/2009/02 was carried out with crawler cranes, 10-12 vibratory pokers, and 7 concrete lorry mixers in the morning on 21 May 2017 without a valid CNP. Also, at 15:30 on 21 May 2017, 9 vibratory pokers and 7 concrete lorry mixers were observed in operation. These works were suspected to contravene the Noise Control Ordinance (NCO).</p> <p>ET confirmed with the Resident Site Staff that 12 nos. of vibratory pokers were operated at Tunnel Portion 5 from 0730hrs to 1740hrs on 21 May 2017. 3 nos. of crawler cranes were operated at Tunnel Portion 5 from 0800hrs to 0915hrs on 21 May 2017. 3 nos. of crawler cranes were operated at Tunnel Portion 5 from 0915hrs to 1030hrs on 21 May 2017. 4 nos. of concrete pump trucks were operated at Tunnel Portion 5 from 0750hrs to 1650hrs on 21 May 2017. 4 nos. of generators were operated at Tunnel Portion 5 from 0730hrs to 1740hrs on 21 May 2017. 7 nos. of concreting trucks were operated at intervals between the time period of 0730hrs to 1740hrs on 21 May 2017.</p> <p>According to the RSS site information, the following PMEs were operated on 21 May 2017, i) 12 nos. of vibratory pokers were operated at Tunnel Portion 5 from 0730hrs to 1740hrs; ii) 3 nos. of crawler cranes were operated at Tunnel Portion 5 from 0800hrs to 0915hrs; iii) 3 nos. of crawler cranes were operated at Tunnel Portion 5 from 0915hrs to 1030hrs on 21 May 2017; iv) 4 nos. of concrete pump trucks were operated at Tunnel Portion 5 from 0750hrs to 1650hrs; v) 4 nos. of generators were operated at Tunnel Portion 5 from 0730hrs to 1740hrs ;) 7 nos. of concreting trucks were</p>	<p>Investigation report submitted to EPD on 02 June 2017.</p> <p>EPD advised no comment on 09 Oct 2017 on the interim report submitted and case closed</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>operated at intervals between the time period of 0730hrs to 1740hrs on 21 May 2017 and the above construction operations could not comply with the item 3a - PME requirement under the Construction Noise Permit GW-RS334-17.</p> <p>EPD notification on the cancellation of the Construction Noise Permits GW-RS0334-17 and Construction Noise Permit GW-RS1297-16 was received by the Environmental Team on 26 May 2017. Ad hoc inspection was conducted by the Environmental Team on 26 May 2017 around 2230hrs and on 28 May 2017 around 1520hrs and no construction works and no operation of PME was observed at the concerned site Portion 5 at the time of inspections. Notwithstanding the above, in view of the identified non-conformance, the Contractor of HK/2009/02 was requested to implement the following rectification measures to ensure the strict construction noise permit compliance including i) fully review Construction Noise Permit in force and the tentative construction operations to ensure the strict Construction Noise Permit compliance under Noise Control Ordinance, ii) fully review the site control system for construction works carried out during restricted hours to ensure the PMEs deployed are in compliance with relevant Construction Noise Permit and iii) review the construction sequence and schedule to ensure the construction operations and PME are operated in accordance to relevant Construction Noise Period within the specified allowable period. The Contractor of HK/2009/02 is also recommended to provide briefing and training section to site staffs to enhance the site awareness and understanding on relevant construction noise permit(s) requirement during restricted hours.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
EPD complaint Case (CASE Ref: H05/RS/0021311-17) dated 13 July 2017	07 July 2017	EPD complaint referred to ET on 13 July 2017	Construction site near Renaissance Hong Kong Harbour View Hotel	Construction work from a construction site near Renaissance Hong Kong Harbour View Hotel was found around 2315 hrs on 26 June 2017, causing noise nuisance.	<p>An EPD complaint was referred to the ET on 13 July 2017 (CASE Ref: H05/RS/0021311-17). The complainant reported that construction work from a construction site near Renaissance Hong Kong Harbour View Hotel was found around 2315 hrs on 26 June 2017, causing noise nuisance.</p> <p>ET confirmed with the Resident Site Staff that Manual re-bar fixing works was carried out under Contract HK/2009/02 from 2300hrs to 2330hrs on 26 June 2017 at Portion 5 Bay 15 (Non - Designated Area) top slab area adjacent to the covered walkway of the Wan Chai Ferry Pier. 1 no. of generator was operated at ground level and 2 nos. of generators were operated below ground level from 2300hrs to 2400hrs on 26 June 2017. In addition 16 electric water pump were operated below ground level from 2300hrs to 2400hrs on 26 June 2017.</p> <p>Notwithstanding the information stated in above item 1), according to relevant Resident Site Staff site record, it was recorded that 1 no. of mobile crane and 1 no. of bar bender were deployed and operated at Portion 5 area (West of Wan Chai Ferry Pier) under Contract HK/2009/02 after 2300hrs on 26 July 2017. Upon warning given by WDII Resident Site staff to the Contractor of HK/2009/02, the operation of crawler crane for lifting rebar and operation of bar bender machine were suspended at around 2315hrs on 26 June 2017.</p> <p>No construction activity and site operation was carried out under Contract HK/2009/01 from 2300hrs to 2400hrs on 26 June 2017.</p> <p>According to the RSS site information, manual re-bar fixing works was carried out under Contract HK/2009/02 from 2300hrs to 2330hrs on 26 June 2017 at Portion 5 Bay 15 (Non - Designated Area)</p>	<p>Interim investigation report submitted to EPD on 21 July 2017.</p> <p>EPD advised no comment on 09 Oct 2017 on the interim report submitted and case closed</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>top slab area adjacent to the covered walkway of the Wan Chai Ferry Pier. 1 no. of generator was operated at ground level and 2 nos. of generators were operated below ground level from 2300hrs to 2400hrs on 26 June 2017 while 16 electric water pump were operated below ground level at Portion 5 Bay from 2300hrs to 2400hrs on 26 June 2017 and the relevant Construction Noise Permit GW-RS0527-17 for the above operation was in place. However, site record on the model of generators deployed on the concerned night was not available.</p> <p>Notwithstanding the above, according to relevant Resident Site Staff site record, it was recorded that 1 no. of mobile crane and 1 no. of bar bender machine were deployed and operated at Portion 5 area (West of Wan Chai Ferry Pier) under Contract HK/2009/02 after 2300hrs on 26 July 2017 without a valid Construction Noise Permit. Upon warning given by WDII Resident Site staff to the Contractor of HK/2009/02, the operation of crawler crane for lifting rebar and operation of bar bender machine were suspended at around 2315hrs on 26 June 2017. According to Contractor of HK/2009/02, the operation bar bender machine was suspended upon warning by RSS team and the operation of crawler crane was suspended upon moving to a proper location to avoid obstruction for next day work.</p> <p>Meanwhile, no construction activity and site operation was carried out under Contract HK/2009/01 from 2300hrs to 2400hrs on 26 June 2017. In view of the above operation of powered mechanical equipment under Contract HK/2009/02 beyond 2300hrs, the Contractor of HK/2009/02 was required and urged to implement the following</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>remedial measures to ensure the strict construction noise permit compliance including:-</p> <p>Fully review the site control system for construction works carried out during restricted hours, in particular to ensure the frontline supervisors responsible for restricted hours construction operations are trained with comprehensive understanding on the requirement of the Construction Noise Permit in force to ensure the PMEs deployed are in compliance with relevant Construction Noise Permit.</p> <p>To assign delegated and competent personnel on-site to conduct checking on the deployment of PMEs on-site prior and during restricted hours to ensure only PMEs allowed under relevant Construction Noise Permit would be operated.</p> <p>In addition, the following preventive measures are also recommended including the Contractor of HK/2009/02 is recommended to provide regular briefing and training session to site staffs and frontline workers to enhance the workers awareness and understanding on relevant Construction Noise Permit(s) requirement during restricted hours.</p> <p>The Contractor of HK/2009/02 is recommended to review the construction operation planning procedures to ensure relevant PME(s) required for conducting the planned operation to ensure required PME are adequate considered and covered by relevant Construction Noise Permit.</p> <p>In view of the recent concern over restricted hours construction operations, a meeting was held amongst the CEDD, the RSS team, the Contractor of HK/2009/02 and the Environmental Team on 21 July 2017 to review the site control measures and enhancement measures to be adopted for restricted hours construction operations control for</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					Construction Noise Permit Compliance. A detailed implementation plan would be prepared by the Contractor of HK/2009/02 and further supplemented.	
EPD complaint Case (CASE Ref: H05/RS/00022136-17) dated 17 July 2017 ICC complaint case (Ref: 2-4122021589) dated 14 July 2017	14 July 2017	EPD complaint referred to ET on 17 July 2017 ICC complaint referred to ET on 25 July 2017	Island Eastern Corridor near Provident Centre	Night time construction noise emanated from construction works conducted during early hours of 14 July 2017 at Island Eastern Corridor near Provident Centre.	<p>An EPD complaint was referred to the ET on 17 July 2017 (CASE Ref: H05/RS/00022136-17). The complainant reported that night time construction noise emanated from construction works conducted during early hours of 14 July 2017 at Island Eastern Corridor near Provident Centre.</p> <p>An ICC complaint case (Ref: 2-4122021589) was Referred to the ET on 25 July 2017. The complainant reported that the workers are now doing extremely noisy works at the Island Eastern Corridor near Provident Centre affecting the nearby residents.</p> <p>As the ICC complaint case refers to the noise concern at the same location at the same hours on the same date, hence the ICC case is considered as the same complaint case under the EPD complaint for investigation purpose.</p> <p>ET confirmed with the Resident Site Staff that emergency road repairing work including the repairing of movement joint at Pier 46 and three potholes along IEC Westbound was carried out under Contract HY/2009/19 around the concerned location from 0000hrs to 0600hrs on 14 July 2017. Total 1 no. of hand held breaker and 1 no. of hand held drill for grout mixing were operated.</p> <p>According to the RSS site information, emergency road repairing work including the repairing of movement joint at Pier 46 and three potholes along IEC Westbound was carried out under Contract HY/2009/19 around the concerned location from</p>	<p>Interim report submitted to the EPD on 25 July 2017.</p> <p>EPD advised on 20 Jun 2018 no comment on the interim report submitted and case closed.</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>0000hrs to 0600hrs on 14 July 2017. Total 1 no. of hand held breaker and 1 no. of hand held drill for grout mixing were operated. A written advance notification was issued to the EPD on 13 July 2017 regarding the aforesaid emergency road repairing works.</p> <p>In view of the public concern, the Contractor of HY/2009/19 is recommended to adopt additional noise mitigation measure for future emergency road repairing works, if any, at night time hours around the concerned location. In response to the public concern, the Contractor of HY/2009/19 would adopt the following additional measures for future emergency road repairing works including: i) For any emergency works requiring, for example, breaking or any other noisy activities, wherever possible, temporary noise barrier or acoustic mat will be use to fence of the line of sight between the noise emanating source and the NSR, ii) Covering breaking head with acoustic mat to minimize noise if breaking would be conducted and iii) complete noisy work as soon as possible to minimize disturbance to the nearby residents.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
EPD complaint Case (CASE Ref: H05/RS/0022835-17) dated 21 July 2017	20 July 2017	EPD complaint referred to ET on 21 July 2017	Construction site near Renaissance Hong Kong Harbour View Hotel and Wanchai Pier	Mechanical noise was emanated from a construction site near Renaissance Hong Kong Harbour View Hotel and Wanchai Pier from late night till dawn recently, causing noise nuisance.	<p>An EPD complaint was referred to the ET on 21 July 2017 (CASE Ref: H05/RS/0022835-17). The complainant reported that mechanical noise was emanated from a construction site near Renaissance Hong Kong Harbour View Hotel and Wanchai Pier from late night till dawn recently, causing noise nuisance.</p> <p>ET confirmed with the Resident Site Staff that unloading of fill material was conducted under Contract HK/2009/02 at WCR3 area (West of Wan Chai Ferry Pier) from 2300hrs on 19 July 2017 to 0540hrs on 20 July 2017. 1 no. of grab dredger was operated for the above construction works.</p> <p>No construction activities or site operation was conducted under Contract HK/2009/01 from 2300hrs on 19 July 2019 to 0700hrs on 20 July 2017.</p> <p>According to the RSS site information, unloading of fill material was conducted under Contract HK/2009/02 at WCR3 area (West of Wan Chai Ferry Pier) from 2300hrs on 19 July 2017 to 0540hrs on 20 July 2017. 1 no. of grab dredger was operated for the above construction works and relevant Construction Noise Permit GW-RS0348-17 was in place and noise barrier with surface mass density of not less than 5kg/m² was provided to the power generating part of the grab dredger operated from 2300hrs on 19 July 2017 to 0540hrs on 20 July 2017. Meanwhile, no construction activities or site operation was conducted under Contract HK/2009/01 from 2300hrs on 19 July 2019 to 0700hrs on 20 July 2017.</p> <p>In view of the public concern, the Contractor of HK/2009/02 was reminded to upkeep the site</p>	<p>Interim report submitted to EPD on 26 July 2017.</p> <p>EPD advised no comment on 09 Oct 2017 on the interim report submitted and case closed</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					control system for construction works carried out during restricted hours and night time for Construction Noise Permit compliance and maintain regular maintenance of the plant and equipment deployed to avoid potential nuisance to the nearby public.	
ICC complaint Case (CASE Ref: #2-4162467151) dated 25 July 2017	25 July 2017	ICC complaint referred to ET on 26 July 2017	CEDD Construction Site near Wanchai Ferry Pier	No watering system was provided to the excavation works conducted at a CEDD Construction Site near Wanchai Ferry Pier resulting in dust impact to the public area beyond site hoarding.	<p>An ICC complaint was referred to the ET on 26 July 2017 (CASE Ref: #2-4162467151). The complainant reported that no watering system was provided to the excavation works conducted at a CEDD Construction Site near Wanchai Ferry Pier resulting in dust impact to the public area beyond site hoarding.</p> <p>ET confirmed with the Resident Site Staff that breaking works and backfilling works were conducted under Contract HK/2009/02 at the concerned location on 25 July 2017 afternoon.</p> <p>Dust mitigation measures including water spraying was implemented for the above construction activities on 25 July 2017 at the concerned location.</p> <p>According to the RSS site information, breaking works and backfilling works were conducted under Contract HK/2009/02 at the concerned location on 25 July 2017 afternoon while dust mitigation measures including water spraying was implemented for the above construction activities on 25 July 2017 at the concerned location. During Environmental Team ad hoc inspection conducted on 26 July 2017, water spraying was found insufficient to mitigate the extended area of breaking operation and construction dust impact to surroundings public area was observed.</p>	Investigation report issued on 04 August 2017 and case closed.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>Subsequently, Contractor of HK/2009/02 was reminded to enhance the dust suppression measure for the dust generating works.</p> <p>In response to the observed environmental concern, the Contractor of HK/2009/02 has strengthened the water spraying coverage to all breaking operation area and haul road to minimize the potential dust impact. Follow up inspection was conducted by Environmental Team on 27 July 2017 and no further dust impact was observed.</p>	
EPD complaint Case (CASE Ref: N/A) dated 06 September 2017	24 August 2017	EPD complaint referred to ET on 06 September 2017	Portion 5 (West of Wanchai Ferry Pier) under Contract HK/2009/02	Site inspection record regarding improper dust suppression measure during excavation	<p>EPD complaint regarding the inspection report issued by the EPD on 24 August 2017 on improper dust suppression measure during excavation was referred to the ET on 06 September 2017. As clarified with the EPD, the concerned location of the observation refers to Portion 5 (West of Wanchai Ferry Pier).</p> <p>ET confirmed with the Resident Site Staff that backfilling and compaction works were conducted under Contract HK/2009/02 for CWB Tunnel at the concerned location at Portion 5 (West of Wanchai Ferry Pier). According to RSS information, dust suppression measures including water spraying for stockpile stored on site was generally implemented by the Contractor of HK/2009/02 while it was observed and considered that the extent of water spraying was insufficient on 24 August 2017 at the aforesaid location.</p> <p>Follow up inspection was conducted by the Environmental Team on 08 September 2017. Concerned stockpile of dusty materials at the concerned location at Portion 5 was observed removed from site and mitigation measure including compaction and water spraying for exposed soil surface at Portion 5 were implemented and no particular dust impact was</p>	Investigation report issued on 15 September 2017. EPD advised no comment on 09 Oct 2017 on the interim report submitted and case closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>observed at the concerned location at Portion 5. Subsequent follow up inspection was conducted by the Environmental Team on 11 September 2017. Exposed surface at construction site area Portion 5 was observed compacted and partially maintained in dampened condition. Despite no particular dust impact was observed, the Contractor of HK/2009/02 was further advised to review the site condition and adequately implement the following construction dust mitigation measures, as appropriate, to avoid potential dust impact to the surroundings:-</p> <p>Exposed earth shall be properly treated by compaction, turfing, hydro seeding, vegetation planting or sealing with latex, vinyl, bitumen, shotcrete or other suitable surface stabilizer within 6 months after the last construction activity on the construction site or part of the construction site where the exposed earth lies to avoid potential dust impact;</p> <p>Stockpile of dusty materials, if any, shall be either covered entirely by impervious sheeting; or placed in an area sheltered on the top and the 3 sides; or sprayed with water or a dust suppression chemical so as to maintain the entire surface wet and;</p> <p>Construction site surface with dusty materials should be sprayed with water to maintain entire surface wet to avoid potential dust impact to the surroundings.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
ICC complaint Case (CASE Ref: #2-4242073505) dated 18 September 2017	18 September 2017	ICC complaint referred to ET on 19 September 2017	A section of Island East Corridor opposite to Victoria Park	On recent Sundays during midnight hours, noise were emanated from road construction works and excavators for consecutive hours without any noise mitigation measures.	<p>ICC complaint referred by RSS was received by ET on 19 September 2017 (CASE#2-4242073505). The complainant reported that on recent Sundays during midnight hours, noise were emanated from road construction works and excavators for consecutive hours without any noise mitigation measures.</p> <p>ET confirmed with the Resident Site Staff that Reinstatement of movement joint at Island East Corridor Westbound Carriageway was conducted under Contract HY/2010/08 between 0000hrs to 0700hrs on 10 September 2017(Sunday) and 17 September 2017(Sunday). Powered Mechanical Equipment (PME) including 2 nos. of electric breakers, 2 nos. of portable generator, 1 no. of saw cut machine, 2 nos. of grab lorry, 1 no. of mini concrete mixer, 1 no. of welding set and 1 no. of poker vibrator were deployed in separate groups between 0000hrs to 0700hrs on 10 September 2017 and 17 September 2017. Amongst the above, 2 nos. of electric breakers and 1 no. of saw cut machine were operated only between 0000hrs to 0200hrs and 1 no. of poker vibrator was only operated beyond 0600hrs.</p> <p>Noise Mitigation measure including acoustic enclosure were provided locally for the use of electric breaker, portable generator and saw cut machine between 0000hrs to 0700hrs on 10 September 2017 and 17 September 2017.</p> <p>xix. ET confirmed with the Resident Site Staff that reinstatement of movement joint at Island East Corridor Westbound Carriageway was conducted under Contract HY/2010/08 between 0000hrs to 0700hrs on 10 September 2017(Sunday) and 17</p>	Final Investigation report issued on 30 September 2017 and case closed.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>September 2017(Sunday). Powered mechanical equipment (PME) including 2 nos. of electric breakers, 2 nos. of portable generator, 1 no. of saw cut machine, 2 nos. of grab lorry, 1 no. of mini concrete mixer, 1 no. of welding set and 1 no. of poker vibrator were deployed in separate PME groups between 0000hrs to 0700hrs on 10 September 2017 and 17 September 2017. Amongst the above, 2 nos. of electric breakers and 1 no. of saw cut machine were operated only between 0000hrs to 0200hrs and 1 no. of poker vibrator was only operated beyond 0600hrs on 10 and 17 September 2017. Noise Mitigation measure including acoustic enclosure were provided locally for the use of electric breaker, portable generator and saw cut machine between 0000hrs to 0700hrs on 10 September 2017 and 17 September 2017.</p> <p>Based on the site information, the aforesaid PMEs were deployed under the Construction Noise Permit GW-RS0697-17 while it was found the PMEs were deployed beyond the specified area under the Construction Noise Permit GW-RS0697-17. It was further found that operation of grab lorry for the removal of concrete debris was conducted beyond the specified period allowed under condition 4.d.2 of Construction Noise Permit GW-RS0697-17. Additionally, based on the site layout and the operation location of 2 nos. of electric breakers, it is considered that the operation of the two electric hand held breakers could not fulfil the condition 3.d.7. under Construction Noise Permit GW-RS0697-17.</p> <p>In view of the above findings, the Contractor of HY/2010/08 was requested to immediately</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					implement the following rectification measures to ensure the strict compliance with the Noise Control Ordinance including i) Critically review the Construction Noise Permit(s) in force and renew the Construction Noise Permit(s), if necessary, for the tentative construction operations to ensure the strict compliance with the Construction Noise Permit under Noise Control Ordinance, ii) Review the site control system for construction works carried out during restricted hours to ensure the PMEs deployed are in compliance with relevant Construction Noise Permit and iii) Fully review the construction method, sequence and schedule to ensure the construction operations and associated PMEs are operated within the specified allowable period in accordance with the relevant Construction Noise Permit.	
ICC complaint (CASE Ref: #2-432099603 6) dated 08 November 2017	08 November 2017	An ICC complaint was referred by RSS to the ET on 13 November 2017	Construction works area opposite to City Garden Block 9	Noise was emanated from construction works during morning hours from 0300hrs to 0500hrs and metal hammering noise was still emanated at night time	<p>An ICC complaint was referred by RSS to the ET on 13 November 2017 (CASE Ref: #2-4320996036). The complainant reported that noise was emanated from construction works conducted opposite to City Garden Block 9 during morning hours from 0300hrs to 0500hrs and metal hammering noise was still emanated at night time causing nuisance to nearby residence.</p> <p>ET confirmed with the Resident Site Staff that night work including nut fixing works for post supporting bracket of noise enclosure was conducted under Contract HY/2009/19 at IECL westbound bridge Pier 40 around the concerned location from 0300hrs to 0500 hrs on 07 November 2017. Crane lorry for panel removal and hand tools for fixing of nuts were deployed with relevant Construction Noise Permit GW-RS0837-17. No construction works was conducted under Contract HY/2009/19 from 1900hrs to 2300hrs on 07 November 2017. Night work including nut fixing works for post supporting bracket of noise enclosure was conducted under Contract HY/2009/19 at IECL westbound bridge Pier 38 around the concerned location from 0300hrs to 0500hrs on 08 November 2017. Crane lorry for panel removal and hand tools for fixing of nuts were deployed</p>	Investigation Report issued on 23 November 2017 and case closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>with relevant Construction Noise Permit GW-RS0837-17.</p> <p>Night work including nut fixing works for post supporting bracket of noise enclosure was conducted under Contract HY/2009/19 at IECL westbound bridge Pier 40 around the concerned location from 0300hrs to 0500 hrs on 07 November 2017. Crane lorry for panel removal and hand tools for fixing of nuts were deployed. Night work including nut fixing works for post supporting bracket of noise enclosure was conducted under Contract HY/2009/19 at IECL westbound bridge Pier 38 around the concerned location from 0300hrs to 0500hrs on 08 November 2017 and crane lorry for panel removal and hand tools for fixing of nuts were deployed. Relevant Construction Noise Permit GW-RS0837-17 was in placed for the above construction activities conducted under Contract HY/2009/19 outside the Designated Area zone under Noise Control Ordinance. No construction works was conducted under Contract HY/2009/19 from 1900hrs to 2300hrs on 07 November 2017. In view of the public concern, the Contractor of HY/2009/19 is recommended to adopt soft face hammer to minimize potential noise emanation during works and ii) minimize potential bumping sound with the ground by good practice of material handling to reduce the potential nuisance caused to the surrounding residents. The Contractor of HY/2009/19 was further reminded to observe and strictly follow condition 3.d.7 under relevant Construction Noise Permit GW-RS0837-17.</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
EPD complaint (Case ref: H08/RS/00037826-17) dated 24 November 2017	21 November 2017	An EPD complaint (Case ref: H08/RS/00037826-17) referred to the ET on 24 November 2017	North Point New Reclamation Area, Oil Street, North Point.	Noise was emanated from construction works conducted at around 2200hrs	<p>An EPD complaint (Case ref: H08/RS/00037826-17) was referred to the ET on 24 November 2017. The complainant reported that noise was emanated from construction works conducted at around 2200hrs at North Point New Reclamation Area, Oil Street, North Point.</p> <p>ET confirmed with the Resident Site Staff that welding works to the steel strut at Approach Ramp Phase 2 (Portion X) were conducted under Contract HY/2009/19 on 20 November 2017 and total 3 nos. of welding machines were operated until 2130hrs. No works was conducted between 2130hrs to 2230hrs on 20 November 2017. No construction works was conducted under HY/2011/08 on 20 November 2017 between 2130hrs to 2230hrs.</p> <p>Welding works to the steel strut at Approach Ramp Phase 2 (Portion X) were conducted under Contract HY/2009/19 on 20 November 2017 and total 3 nos. of welding machines were operated until 2130hrs. No works was conducted between 2130hrs to 2230hrs on 20 November 2017. Meanwhile, no construction works was conducted under HY/2011/08 on 20 November 2017 between 2130hrs to 2230hrs.</p> <p>Nevertheless, the Contractor of HY/2011/08 and the Contractor of HY/2009/19 were reminded to maintain proper site control and all construction activities to be conducted during restricted hours shall follow relevant Construction Noise Permit.</p>	<p>Interim investigation report submitted to EPD on 08 December 2017.</p> <p>EPD advised on 08 Jan 2018 no comment on the interim report submitted and case closed.</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
EPD complaint (H05/RS/39721-17) dated 15 December 2017	08 December 2017	An EPD complaint (Case Ref: H05/RS/39721-17) referred to ET on 15 December 2017	Construction site near the HKCEC and Wanchai Pier	Construction dust was generated from rock breaking activities of a construction site	<p>An EPD complaint was referred to the ET on 14 December 2017 (CASE Ref: H05/RS/39721-17). The complainant reported that construction dust was generated from rock breaking activities of a construction site near the HKCEC and Wanchai Pier on 08 December 2017 (0815hrs), causing nuisance.</p> <p>ET confirmed with the Resident Site Staff that breaking works and backfilling works were conducted under Contract HK/2009/02 at Portion 5 (Site Area near Wanchai Ferry Pier) on 08 December 2017 around 0815hrs and mitigation measure including water spraying was provided for the breaking works. According to the RSS site information, breaking works and backfilling works were conducted under Contract HK/2009/02 at Portion 5 (Site Area near Wanchai Ferry Pier) on 08 December 2017 around 0815hrs and mitigation measure including water spraying was provided for the breaking works. Follow up inspection was conducted on 19 December 2017, ground compaction and intermittent breaking works was observed while dust suppression was observed implemented at intervals under Contractor of HK/2009/02 while no particular dust emission was observed from the above works. Nevertheless, in view of the public concern, the Contractor of HK/2009/02 was reminded that adequate dust suppression measure shall be provided for breaking works and dusty surface to avoid dust emission and minimize any potential dust impact to the surroundings. The Contractor of HK/2009/02 is also recommended to arrange the breaking works, if any, to be conducted collectively at specified location to enhance the overall site control and effectiveness of dust suppression measure. The Contractor is also recommended to review the use of water truck or automatic water spraying system to enhance the overall dust suppression effectiveness.</p>	<p>Interim investigation report submitted to EPD on 21 December 2017.</p> <p>EPD advised on 08 Jan 2018 no comment on the interim report submitted and case closed.</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
EPD complaint (H08/RS/0000972-18) dated 11 January 2018	08 January 2018	An EPD complaint (Case Ref: H08/RS/00000972-18) referred to ET on 11 January 2018	North Point new Reclamation Area. Oil Street	Night time construction noise after 7pm	<p>An EPD complaint (Case ref: H08/RS/0000972-18) was referred to the ET on 11 January 2018. The complainant reported that night time construction noise after 7 pm near North Point New Reclamation Area, Oil Street, North Point.</p> <p>ET confirmed with the Resident Site Staff that no construction works was conducted under Contract HY/2011/08 on 08 January 2018 from 1900hrs to 2300hrs at the concerned location. Concreting operation was conducted under Contract HY/2009/19 at Approach Ramp Phase 2 site area at Oil Street on 08 January 2018 from 1900hrs to 2030hrs. Total 1 no. of concrete truck, 1 no. of concrete pump and 2 nos. of vibratory pokers were in operation.</p> <p>According to RSS confirmed information, no construction works was conducted under Contract HY/2011/08 on 08 January 2018 from 1900hrs to 2300hrs at the concerned location. Meanwhile, concreting operation was conducted under Contract HY/2009/19 at Approach Ramp Phase 2 site area at Oil Street on 08 January 2018 from 1900hrs to 2300hrs. Total 1 no. of concrete truck, 1 no. of concrete pump and 2 nos. of vibratory pokers were operated without a valid Construction Noise Permit.</p> <p>In view of the above, the Contractor of HY/2009/19 was advised to i) fully review the Construction Noise Permit(s) in force and the tentative construction operations to ensure all construction operations during restricted hours strictly complies with the Construction Noise Permit and Noise Control Ordinance, ii) review the site control system for construction works during restricted hours and tighten the site supervision to ensure site compliance; iii) review the planned construction sequence and schedule to ensure all planned construction operations would be conducted within allowable period, shall any planned construction activities might extend beyond the specified allowed period, relevant necessary Construction Noise Permit(s) shall be applied for. In addition, the Contractor of HY/2009/19 is also recommended to provide briefing and training section to site staffs to enhance the site awareness and understanding on relevant construction</p>	Interim investigation report submitted to EPD on 23 January 2018. EPD advised no comment on 4 June 2018 on interim report submitted and case closed.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					noise permit(s) requirement during restricted hours. Follow up inspection during restricted hours was conducted by the Environmental Team on 18 January 2018, no construction operations was observed around the concerned location	
EPD complaint (H08/RS/0001430-18) dated 17 January 2018	15 January 2018	An EPD complaint (Case Ref: H08/RS/00001430-18) referred to ET on 17 January 2018	2-8 Watson Road	Construction Dust was emitted from vehicles entering/ leaving construction site at 2-8 Watson Road	<p>An EPD complaint (Case ref: H08/RS/00001430-18) was referred to the ET on 17 January 2018. The complainant reported that construction dust was emitted from vehicles entering/leaving construction site at 2-8 Watson Road.</p> <p>ET confirmed with the Resident Site Staff that cable laying was conducted under Contract HY/2011/08 within the site area near Watson Road on 15 January 2018.</p> <p>No construction works was conducted under Contract HY/2009/19 near Watson Road on 15 January 2018.</p> <p>According to site information confirmed by RSS, cable laying was conducted under Contract HY/2011/08 within the site area near Watson Road on 15 January 2018 and no construction works was conducted under Contract HY/2009/19 near Watson Road on 15 January 2018. Based on review on relevant information, the concerned location of 2 – 8 Watson Road refers to a section of public road fronting the construction site entrance/ exit maintained by Contract HY/2009/19 at Watson Road.</p> <p>Follow up inspection was conducted by the Environmental Team on 17 January 2018. It was observed that wheel washing facilities and wheel washing for vehicles leaving from the construction site exit adjoining Watson Road was implemented by the Contractor HY/2009/19. No silt / soil deposition and no particular dust emission from the construction area under Contract HY/2009/19 and HY/2011/08 was observed. Separately, it was observed that non-CWB project construction waste skip containing dusty demolition waste and rubbles was placed at the concerned section of public road at 2 – 8 Watson Road and it was further noticed that non-CWB project construction area demarcation material was stored at 2-8 Watson road suggesting other non-CWB Projects had been undertaken around the concerned location.</p>	Interim investigation report submitted to EPD on 29 January 2018. EPD advised no comment on 4 June 2018 on interim report submitted and case closed.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					Nevertheless, in view of the public concern, the Contractor of HY/2011/08 and the Contractor of HY/2009/19 were reminded to maintain the dust mitigation measures provided for the construction site and construction operation to avoid potential dust impact to the surroundings. The Contractor of HY/2009/19 was also reminded to upkeep the construction site exit control and wheel washing practice to maintain the proper condition of site entrance to avoid potential dust impact to the nearby public area.	
ICC complaint (CASE Ref: #2-4459226093) dated 03 February 2018	3 February 2018	ICC complaint (CASE Ref: #2-4459226093) dated 03 February 2018	Planter Area at Victoria Park boundary adjacent to footbridge to Victoria Park Road	Concern on an observed severely tilted tree with potential felling hazard. No fencing, no tree pit, trench and no irrigation pipe is observed	<p>An ICC complaint referred by RSS was received by ET on 06 February 2018 (CASE#2-4459226093). The complainant reported that there is concern on an observed severely tilted tree with potential felling hazard. No fencing, no tree pit, trench and no irrigation pipe is observed.</p> <p>ET confirmed with Resident Site Staff that the concerned tree is within the works area of HY/2010/08 and one of the roots of the concerned tree (<i>Liquidambar formosana</i>) to have suffered minor damaged by the nearby excavation works.</p> <p>Remedial works including i) nylon reinforcement ropes has been added to the existing 3 nos. of tying cables and covering of the slope surface with wet hessian for protection were carried out for the damaged root of the tree. Follow up inspection was conducted by the Environmental Team on 09 February 2018. It was observed that the concerned tree has been fortified and protected for restoration and no tilting was observed.</p> <p>In view of the nearby construction works, the Contractor is suggested to demarcate the tree protection zone for the concerned tree and fence off the tree protection zone to avoid further damage and placing of construction material, if feasible. The Contractor is also suggested to provide refreshment training for frontline works for tree protection, in particular, for trees retained of site in close proximity to active works front to avoid potential damage to retained trees</p>	Investigation Report issued on 26 February 2018 and case closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
EPD complaint (Case ref: H08/RS/00006600-18) was referred to the ET on 15 March 2018.	12 March 2018	An EPD complaint (Case ref: H08/RS/00006600-18) was referred to the ET on 15 March 2018.	Island Eastern Corridor near Wharf Road	Construction noise was emanated on Island Eastern Corridor (IEC) near Wharf Road at around 0800hrs on 12 March 2018	<p>An EPD complaint (Case ref: H08/RS/00006600-18) was referred to the ET on 15 March 2018. The complainant reported that Construction noise was emanated on Island Eastern Corridor (IEC) near Wharf Road at around 0800hrs on 12 March 2018</p> <p>ET confirmed with the Resident Site Staff that</p> <p>1. No construction works was conducted under Contract HY/2009/19 on IEC near Wharf Road from 0730hrs to 0830hrs on 12 March 2018.</p> <p>According to RSS confirmed information, no construction works was conducted under Contract HY/2009/19 on IEC near Wharf Road from 0730hrs to 0830hrs on 12 March 2018 Nevertheless, in view of the public concern, the Contractor of HY/2009/19 was reminded to provide noise mitigation measure including temporary noise barrier and noise screen, as appropriate for potential noise impact associated works such as concrete breaking or cutting works, if any around the concerned location to avoid potential nuisance to surroundings.</p>	The interim report would be submitted to EPD on 28 March 2018. EPD advised no comment on 4 June 2018 on interim report submitted and case closed.
EPD complaint was referred to the ET on 16 March 2018 and subsequent information clarified by EPD on 19 March 2018 (CASE Ref: H05/RS/0005890-18).	4 March 2018	An EPD complaint was referred to the ET on 16 March 2018 and subsequent information clarified by EPD on 19 March 2018 (CASE Ref: H05/RS/0005890-18).	Construction Site "China State" near Lung Wo Road and Fenwick Street	Noise and smoke was emanated from the idling motor of a loader/bulldozer at a construction site, "China State", near Lung Wo Road and Fenwick Pier at around 0700hrs at 04 March 2018.	<p>An EPD complaint was referred to the ET on 16 March 2018 and subsequent information clarified by EPD on 19 March 2018 (CASE Ref: H05/RS/0005890-18). The complainant reported that:</p> <p>Noise and smoke was emanated from the idling motor of a loader/bulldozer at a construction site, "China State", near Lung Wo Road and Fenwick Pier at around 0700hrs at 04 March 2018.</p> <p>ET confirmed with the Resident Site Staff that</p> <p>1. No bulldozer/ loader was deployed on site under Contract No. HK/2012/08 around the concerned location on 04 March 2018 around 0700hrs.</p> <p>According to the RSS site information, No bulldozer/ loader was deployed on site under Contract No. HK/2012/08 around the concerned location on 04 March 2018 around 0700hrs. Follow up inspection was conducted by the Environmental Team, and no particular concern on dark smoke emission or noise emanation was observed from malfunctioning of the Powered Mechanical Equipment deployed on-site. Despite no</p>	The interim investigation report will be submitted to the EPD on 28 March 2018. EPD advised no comment on 7 May 2018 on interim report submitted and case closed.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					concerned equipment was deployed under Contract HK/2012/08 on site on the concerned date and location as confirmed with the RSS, in view of the public concern, the Contractor of HK/2012/08 is reminded to maintain regular checking and maintenance for powered mechanical equipment deployed on-site. Also the Contractor of HK/2012/08 is reminded to throttle down any idle equipment on-site to avoid potential nuisance to the surroundings.	
ICC complaint case referred to ET on 27 March 2018	12 March 2018	ICC complaint case referred to ET on 27 March 2018	Island Eastern Corridor Link	Construction noise emanation from Road Construction Works	<p>An ICC complaint (Case Ref: 2-4495970766, lodged at 0955hrs on 12 March 2018) was referred to the ET on 27 March 2018. The ICC hotline operator reported that a public complaint was referred by the Police Force regarding noise emanation from road construction works at North Point section Island East Corridor (IEC) near 19 Wharf Road at around 0920hrs on 12 March 2018. Further information regarding the same event was received via ICC hotline (Case ref: 2-449606553, lodged at 1004hrs on 12 March 2018) was referred to the ET on 27 March 2018. The complainant further reported that noise was emanated from road construction works on Island Eastern Corridor (IEC) near Yu Lee Mo Fan Memorial School. Temporary noise barrier observed to be transparent in nature was speculated to be ineffective; and it was observed that only 3 out of the 6 units of temporary noise barrier are installed. The complainant suggested that additional 6 sections of noise barrier shall be installed. The noise emanation was started from 0800hrs and he is a resident at 18 Wharf Road and his rest was adversely affected by the concerned noise emanation. He has contacted the Environmental Protection Department and the Police Force regarding the noise emanation. The Environmental Protection Department has replied that construction works conducted after 0700hrs does not violate statutory requirement while the Police Force has created an ICC complaint case file (2-4495970766) for follow up.</p> <p>ET confirmed with the Resident Site Staff that Concrete breaking works on IEC Eastbound near Pier F8 and Pier F9 was conducted under Contract HY/2009/19 from 0900hrs to 1000hrs on 12 March 2018.</p> <p>Noise mitigation measure including wrapping of breaking</p>	Investigation Report issued on 12 April 2018 and case closed.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>head with acoustic material was implemented. Enhancement measures including provision of 2.5m high temporary noise barrier were subsequent implemented on 12 March 2018.</p> <p>According to RSS confirmed information,concrete breaking works on IEC Eastbound near Pier F8 and Pier F9 was conducted under Contract HY/2009/19 from 0900hrs to 1000hrs on 12 March 2018. Noise mitigation measure including wrapping of breaking head with acoustic material was implemented. Enhancement measures including provision of 2.5m high temporary noise barrier were subsequent implemented on 12 March 2018.</p> <p>Based on review on relevant site record, noise impact associated with the breaking works on IECL opposite to the concerned location was observed across March 2018 and project related exceedances were recorded at nearby noise monitoring station at YLMF Memorial School across March 2018. Upon identificaion of the project related exceedance at YLMF memorial school noise monitoring station, the Contractor is requested to adopt remedial and enhancement measures to minimize the noise emanation and avoid noise impact to the nearby sensitive receivers.</p> <p>According to ET follow up checking, the following enahncement measures were proposed and implemented by the Contractor by 16 March 2018 :-</p> <ol style="list-style-type: none">1. Provide additional temporary noise barrier and repair damaged or incomplete temporary noise barrier installed for the breaking works2. Provide additional acoustics screen to the breaking tip in addition to temporary noise barrier installed3. Provide covering of breaker tip with acoustic material for noise reduction4. Conduct breaking works intermittently (No more than 15 mins within a 30 minutes interval) <p>Nevertheless, subsequent to 16 March 2018 it was observed at times that the above mitigation measures were not fully implemented by the Contractor throughout the remaining breaking works period. Upon identification of</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>deficiency in mitigation measures, the Contractor has been requested to rectify any deficiency observed and ensure relevant noise mitigation measures are implemented and the observed deficiencies are rectified prior to resumption of the concerned impact associated works. According to Contractor information, the concerned breaking works have been completed by 26 March 2018.</p> <p>In view of the public concern and the identified noise concern, the Contractor of HY/2009/19 was reminded that, shall future breaking works be required to be conducted on IECL (at works area located at the East of the noise enclosure), noise mitigation measure including but not limit to provision of temporary noise barrier with adequate height and extend and additional noise screen shall be proposed for ET/IEC review and confirmation prior to conducting the corresponding works to minimize the potential impact to the surroundings. The Contractor is also advised to review the adopt construction method with consideration on alternative PME with reduced noise emanation to minimize the potential noise impact to the surroundings.</p>	
<p>An ICC complaint (Case Ref: 2-453018077) was referred to the ET on 20 April 2018</p> <p>An EPD complaint case (Case Ref: H08/RS/0009538-18)</p>	11 April 2018	<p>An ICC complaint (Case Ref: 2-453018077) was referred to the ET on 20 April 2018</p> <p>An EPD complaint case (Case Ref: H08/RS/00009538-18) was referred to the ET on 23 April 2018.</p>	Island Eastern Corridor (Near Provident Centre, North Point)	Night time construction noise on Island Eastern Corridor outside Provident Centre at around 0110hrs on 11th April, 2018.	<p>An ICC complaint (Case Ref: 2-453018077) was referred to the ET on 20 April 2018. The complainant reported that Noise pollution was caused by the road works performed by some workers during midnight at Island Eastern Corridor (near Provident Centre, North Point) from time to time. They have used heavy noisy machinery and shouted quite often which disturbed the residents near Provident Centre in North Point seriously.</p> <p>An EPD complaint case (Case Ref: H08/RS/00009538-18) was referred to the ET on 23 April 2018. According to EPD information, the complainant stated that Night time construction noise on Island Eastern Corridor outside Provident Centre at around 0110hrs on 11th April, 2018. As the location, time and concern of the above complaints cased received are identical, the two complaints will be reported and consolidated into one complaint case for reporting.</p>	HyD will consolidate the input and reply to ICC and the interim investigation report was submitted to the EPD on 09 May 2018. EPD advised no comment on 4 June 2018 on interim report submitted and



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
was referred to the ET on 23 April 2018					<p>ET confirmed with the Resident Site Staff that</p> <ol style="list-style-type: none">1. No work was conducted under Contract HY/2009/19 from 2300hrs on 10 April 2018 to 0100hrs on 11 April 2018.2. Installation and welding of steel frames of Traffic Sign FASS06 at works area opposite to Henrietta Secondary School was conducted under Contract HY/2009/19 between 0100hrs to 0600hrs on 11 April 2018.3. Total 1no. of cherry picker, 1 no. of welding machine, 1 no. of lorry, 1 no. of grinder; 3 nos. of with flashing directional sign and 3 nos. of lorry mounted attenuator were deployed. Either one PME set consisting 1 no. of welding machine and 1 no. of cherry picker OR one PME set consisting of 1 no. of lorry and 1 no. of grinder were operated between 0100hrs to 0600hrs on 11 April 2018 at the concerned works area.4. The following noise mitigation measures were implemented by Contractor of HY/2009/19 for the above construction works including:-<ol style="list-style-type: none">a) Operation of cherry picker within permanent noise barrierb) Operation of welding machine and grinder inside acoustic enclosurec) Switching off of lorry when idled <p>According to RSS confirmed information, no construction works was conducted under Contract HY/2009/19 from 2300hrs on 10 April 2018 to 0100hrs on 11 April 2018. Installation and welding of steel frames of Traffic Sign FASS06 at works area opposite to Henrietta Secondary School was conducted under Contract HY/2009/19 between 0100hrs to 0600hrs on 11 April 2018. Total 1 no. of cherry picker, 1 no. of welding machine, 1 no. of lorry, 1 no. of grinder; 3 nos. of with flashing directional sign and 3 nos. of lorry mounted attenuator were deployed. Either one PME set consisting 1 no. of welding machine and 1 no. of cherry picker OR one PME set consisting of 1 no. of lorry and 1 no. of grinder were operated between 0100hrs to 0600hrs on 11 April 2018 at the concerned works area. Noise mitigation measures including i) Operation of cherry picker within permanent noise barrier and ii) Operation of welding machine and</p>	case closed.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>grinder inside acoustic enclosure and iii) Switching off of lorry when idled were implemented by Contractor of HY/2009/19 for the above construction works. Relevant Construction Noise Permit numbered GW-RS0249-18 for the above construction works was in place for the construction works.</p> <p>In view of the public concern on the shouting by the workers, the Contractor is also recommended to adopt "walkie-talkie" for communication to avoid potential nuisance caused to the nearby residents. The Contractor of HY/2009/19 was reminded to upkeep the site control system for construction works carried out during restricted hours and night time for Construction Noise Permit compliance and maintain regular maintenance of the plant and equipment deployed to avoid potential nuisance to the nearby public.</p>	
180625	11 June 2018	An EPD complaint was referred to the ET on 25 June 2018 (CASE Ref: H05/RS/00015 954-18).	Construction Site near Wan Chai Pier	Construction dust and muddy water discharge was found at the site near Wan Chai Pier on 11 June 2018 afternoon.	<p>ET confirmed with the Resident Site Staff that marine construction activity of removal of TWCR4 and stockpile of fill material at WCR3 Area were conducted under the Contractor of HK/2009/02 on 11 June 2018 afternoon. The Contractor of HK/2009/02 reported that double silt curtain was in place as mitigation measures during the marine activity and regular spraying water was provided as dust mitigation measures at WCR3 Area.</p> <p>Follow-up inspection was conducted on 28 June 2018, excavation works was observed at WCR3 Area and mitigation measures including watering during excavation was generally in place. Other dust mitigation measure includes covering the stockpile material and watering the dusty surface and haul road were generally in place. No particular dust impact was observed. No muddy water discharge or surface runoff related water quality monitoring impact was observed at Contract HK/2009/02 site area. Mitigation measures for marine activity includes providing double layers of silt curtain to enclose the marine activity area was generally in place and additional tarpaulin was provided to cover the temporary cut slope to avoid the potential</p>	<p>The interim report will be submitted to EPD on 4 July 2018.</p> <p>EPD advised no comment on 28 September 2018 on the interim investigation report and case closed.</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>surface runoff.</p> <p>In view of the public concern, the Contractor of HK/2009/02 was reminded to keep review the performance of dust mitigation measures including watering during excavation and material handling, covering the stockpile material and watering the dusty surface and haul road to avoid potential dust impact and minimize any potential dust impact to the surroundings. The Contractor of HK/2009/02 was also reminded to maintain regular checking on the embankment, silt curtain and tarpaulin condition to ensure no gap / void to avoid potential water quality related impact.</p>	
180831	31 August 2018	An EPD complaint was referred to the ET on 3 September 2018 (CASE Ref: H08/RS/00024 048-18).	Island Eastern Corridor outside Provident Centre	Night time construction noise on Island Eastern Corridor outside Provident Centre at around 1:00 a.m. on 31st August, 2018.	<p>ET confirmed with the Resident Site Staff that</p> <p>1) There was no construction activity undertaken by Contract HY/2011/08 at Island Eastern Corridor during the restricted hours from 2300hrs on 30 August 2018 to 0700hrs on 31 August 2018.</p> <p>2) The Contractor of HY/2009/19 reported that paving work was conducted during the period of 0100hrs to 0600hrs at 31 August 2018 at the works area from D12 to F8 where was located inside the noise semi-enclosure of IEC. Total 4 nos. dump truck, 1 nos. paver, 1 no. vibratory roller and 1no. road roller with QPME label were used for the paving work.</p> <p>Relevant Construction Noise Permit GW-RS0679-18 was in place for the construction works conducted during the above concerned periods. The PMEs operated during the concerned period was included in Construction Noise Permit GW-RS0679-18 Condition 3.a. Group F. Based on RSS information, the noise control measure listed in Construction Noise Permit GW-RS0679-18 Condition 3.d.9 including installation of engine exhaust silencers for asphalt paver and installation of absorbing lining to the engine compartment for road roller and vibratory roller were generally in place.</p>	<p>The interim report will be submitted to EPD on 14 September 2018.</p> <p>EPD advised no comment on 1 November 2018 on the interim investigation report and case closed.</p>



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>Meanwhile, there is no sufficient information to conclude if the concerned asphalt paver installed with absorbing lining to the engine compartment; and concerned road roller and vibratory roller installed with engine exhaust silencers according to Construction Noise Permit GW-RS0679-18 Condition 3.d.9.</p> <p>In view of the above, the Contractor of HY/2009/19 was advised to critically check and confirm the noise control measures listed in Construction Noise Permit GW-RS0679-18 Condition 3.d.9 for concerned PMEs to ensure the operation of PMEs shall strictly follow the construction noise permit condition.</p> <p>The Contractor of HY/2009/19 was also reminded to maintain regular checking and maintenance of the PMEs and its noise control measures deployed to avoid potential nuisance to the nearby public.</p>	
181204	4 December 2018	An ICC complaint (Case Ref: 2-4915837866, lodged at 0944hrs on 4 December 2018) was referred to the ET on 4 December 2018.	Man Po Street	Construction noise was generated from Man Po Street starting from midnight for two consecutive night.	<p>ET confirmed with the Resident Site Staff that</p> <ol style="list-style-type: none"> 1. No construction works was conducted under HY/2010/08 at Man Po Street after midnight on 2 and 3 December 2018. 2. Resurfacing and road marking was conducted under HY/2011/08 at Man Po Street after midnight on 2 and 3 December 2018. The PME operation was listed as follow: <p><u>3 December 2018</u></p> <p>1:00 am: Hand-held Breaker (electric) x 1, Road Miller x 1, Dump truck x1, Portable generator x 1 2:00 am: Road sweeper x 1, Tack coat sprayer x 1, Asphalt Paver x 1, Dump truck x 1, Road Roller x 1 3:00 am: Cleaning up & off work before 6:00am</p> <p><u>04 December 2018</u></p> <p>1:00 am: Hand-held Breaker (electric) x 1, Road Miller x 1, Dump truck x1, Portable generator x 1 2:00 am: Road sweeper x 1, Tack coat sprayer x 1, Asphalt Paver x 1, Dump truck x 1, Road Roller x 1 3:00 am: Cleaning up & off work before 6:00am</p> <p>Relevant Construction Noise Permit GW-RS0969-</p>	Investigation Report issued on 17 December 2018 and case closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>18 was in place for the construction works conducted during the above concerned period and the PME operated during the concerned period was included in Construction Noise Permit GW-RS0969-18 Condition 3.a. Group A. Based on RSS information, the noise control measures listed in Construction Noise Permit GW-RS0969-18 Condition 3.d.5., including the use of acoustic enclosure for operation of Hand-held Breaker (electric) with Noise Emission Label showing a sound power level of $\leq 104\text{dB(A)}$ and portable generator was generally in place. Noise control measures listed in Construction Noise Permit GW-RS0969-18 Condition 3.d.6 including sound absorbing lining and sound baffles for engine compartment and engine exhaust silencers for road miller, asphalt paver and road roller (with QPME label) was generally in place.</p> <p>In view of the above, the Contractor of HY/2011/08 was reminded to upkeep the site control system for construction works carried out during restricted hours and night time for Construction Noise Compliance and maintain regular maintenance of the plant and equipment deployed to avoid potential nuisance to nearby public.</p>	
190911	11 September 2019	EPD referred a complaint to ET on 25 September 2019 (CASE Ref: H05/RS/000265 37-19).	Wan Shing Street, Wan Chai	Construction works under Contract No. HK/2009/02 was carried out at around 21:00 hours on 11 September 2019 at Wan Shing Street, Wan Chai with 1 generator and 1 concrete saw in operation. The works was suspected to contravene the Noise Control Ordinance, Cap. 400.	ET confirmed with the Resident Site Staff that: 1. CEDD and RSS conducted the weekly ad-hoc site inspection on 11 September 2019 night time period; 2. CEDD and RSS observed that one portable generator and one electrical hand held grinder were operated at about 20:45 hours; 3. Construction Noise Permit GW-RS0734-19 could not cover the above mentioned PME operation from 1900 to 2300 on 11 September 2019 at Wan Shing Street area; 4. RSS has immediately discussed with the Contractor's representative of Contract No. HK/2009/02 about the incident and the works was	The interim report was submitted to the EPD on 3 October 2019.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>stopped;</p> <p>5. CEDD advised RSS to investigate the cause of accident and provide action to prevent recurrence by 18 September 2019.</p> <p>An interview meeting was held amongst CEDD, RSS, Contractor's senior management of Contract No. HK/2009/02 and Environmental Team on 18 September 2019. The purpose of the meeting was to review "Supervision and Control Plan for Works in Restricted Hours" in order to avoid the recurrence of the non-compliance.</p> <p>The Contractor reported in the meeting that:</p> <p>a) Contractor deployed workers to carry out site preparation work after 7:00 p.m. on 11 September 2019 for the road repaving work at Wan Shing Street near the Society for the Prevention of Cruelty to Animals (SPCA) to commence at 11:00 p.m. on 11 September 2019. The site preparation work involved only manual works such as fixing the steel manhole cover frame in position, and powered mechanical equipment (PME) was not anticipated to be used.</p> <p>b) A Contractor's engineer, who was assigned to full-time supervise the site preparation works, had conducted briefing session on noise control to all workers beforehand. He had reminded the workers that no PME was allowed in operation for the preparation work before 11:00 p.m.</p> <p>c) At about 8:35 p.m., Contractor's engineer left the scene for a period of approximate 10 minutes in order to check road marking at another area. In the meantime, a worker used PME including one number of power supply generator and one number of hand-held grinder for grinding of the steel manhole cover frame for a very short period. Contractor's engineer then stopped the worker to use PME.</p> <p>The RSS supplemented in the meeting that:</p> <p>a) At the time of the incident, the RSS had already</p>	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>reminded Contractor's engineer on site immediately that non-compliance was recorded and no PME was allowed to use. Contractor's engineer then instructed the worker to stop using of PME and the worker stopped the use of PME. However, the use of the hand-held grinder to grind the steel manhole cover frame was observed again a few minutes later. CEDD and RSS immediately requested Contractor's engineer to take appropriate action. Contractor's engineer then stopped the worker to use PME.</p> <p>In view of the information gathered, the possible causes are as follow:</p> <ol style="list-style-type: none">1. Contractor did not deploy enough supervision staff on-site to check the CNP compliance of construction works during restricted hours;2. The workers did not follow the instruction of Contractor's engineer. <p>The Corrective Action including the Contractor's engineer immediately stopped the worker to use PME implemented immediately and Preventative Action recommended are as follow:</p> <ol style="list-style-type: none">1) The Contractor of HK/2009/02 was recommended to fully review the "Supervision and Control Plan for Works in Restricted Hours";2) The Contractor of HK/2009/02 was recommended to provide comprehensive training to frontline supervisors and workers on the requirement and condition of CNP for the works, including no unplanned PME operation should be allowed in restricted hours;3) The Contractor of HK/2009/02 was recommended that all PME (Hand tools) not allowed to be used in the CNP should be removed from site during restricted hours;4) The Contractor of HK/2009/02 was recommended that the ignition device for the PME on site should be kept by the assigned responsible	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					person and any workers intended to use of PME should obtain the permission from the assigned responsible person beforehand; 5) The Contractor of HK/2009/02 was also recommended to assign a delegated personnel to conduct checking on the deployment of PME onsite during restricted hours to ensure only PME allowed under relevant Construction Noise Permit are operated. "Supervision and Control Plan for Works in Restricted Hours" (also known as Noise Abatement and Management Plan) was reviewed and updated by Contractor of HK/2009/02 on 2 October 2019. Other corrective and preventative measures were generally implemented and under on-going review on effectiveness by CEDD, RSS, ET and IEC.	
191026	26 October 2019	An ICC complaint (Case Ref: 2-5906833748, lodged at 0215hrs on 26 October 2019) was referred to the ET on 31 October 2019.	Westbound carriageway of the Island Eastern Corridor	Road improvement works on the westbound carriageway of the Island Eastern Corridor are being carried out around 2 a.m. without any noise mitigation measures, causing serious disturbance to residents of Provident Centre.	An ICC complaint was referred to the ET on 31 October 2019 (CASE Ref: CASE#2-5906833748). The complainant reported that: Road improvement works on the westbound carriageway of the Island Eastern Corridor are being carried out around 2 a.m. without any noise mitigation measures, causing serious disturbance to residents of Provident Centre. ET confirmed with the Resident Site Staff that: The ICC complaint was recorded on 26 October 2019 at around 02:15. Emergency Construction Work (HyD Emergency Serial Number: EO1194) was notified to EPD on 25 October 2019 18:15. The Emergency Construction Work including replacement of movement joint and installation of defective noise panel at noise enclosure was conducted at Island Eastern Corridor West Bound at Pier 46 from 26 October 2019 01:00 to 05:30. During the concerned period, the PME operated and noise mitigation measure implemented were as	Investigation Report issued on 9 November 2019 and case closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>follow:</p> <p>For replacement of movement joint:</p> <ul style="list-style-type: none">- Total 2 no. of electric hand-held breakers, 2 no. of hand-held drills and 1 no. of welding set were operated;- Noise mitigation measure including acoustic enclosure comprised of acoustics mat and plywood was provided to electric hand-held breakers. <p>For Installation of defective noise panel at noise enclosure:</p> <ul style="list-style-type: none">- Total 1 no. of truck mounted aerial platform and 1 no. of hand-held drill were operated. <p>In view of the information gathered, the complaint was considered as related to noise nuisance from emergency construction work.</p> <p>The Contractor of HY/2009/19 is recommended to adopt additional noise mitigation measure for future emergency construction work as below:</p> <ol style="list-style-type: none">1. The Contractor of HY/2009/19 is recommended to make sure the noise enclosure deployed for breaking works or any other noisy activities shall be fenced between the direct line of sight between the noise emanating source and the NSR in order to minimize the noise impact. Standby noise mitigation measures such as noise barrier or noise enclosure is recommended to stored on-site for emergency deployment;2. The Contractor of HY/2009/19 is recommended to make use QPME(s), wherever possible, for emergency works to reduce the noise emission from site;3. The Contractor of HY/2009/19 is recommended to avoid multiple PMEs operated concurrently	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>or reduce the amount of PMEs operated concurrently, wherever possible, to avoid cumulative noise impact;</p> <p>4. The Contractor of HY/2009/19 is recommended to complete the noisy work as soon as possible to minimize disturbance to nearby residents;</p> <p>5. The Contractor of HY/2009/19 is recommended to notify nearby noise sensitive receivers in advance, wherever possible for future emergency construction works.</p>	
200103	3 January 2020	An ICC complaint (CASE#3-6243582571, lodged at 11:23 on 6 January 2020) was referred to the ET on 8 January 2020.	Ground Level underneath carriageway of the Island Eastern Corridor	Construction works were carried out for the Central-Wanchai bypass - Eastern Distributor link at the construction sites near Ko Fung Court, Harbour Heights, 1-5 Fook Yum Road, Fortress Hill causing noise nuisance to the complainant.	<p>An ICC complaint was referred to the ET on 8 January 2020 (CASE Ref: CASE#3-6243582571). The complainant reported that:</p> <p>Construction works were carried out for the Central-Wanchai bypass - Eastern Distributor link at the construction sites near Ko Fung Court, Harbour Heights, 1-5 Fook Yum Road, Fortress Hill causing noise nuisance to the complainant.</p> <p>ET confirmed with the Resident Site Staff that:</p> <p>The ICC complaint was received on 3 January 2020 at 17:22. The construction activities undertaken at the concerned complaint date at the carriageway of the Island Eastern Corridor were concrete breaking works at ground level for further paving work.</p> <p>During the concerned period, noise mitigation measures implemented were listed as follow:</p> <ul style="list-style-type: none"> - Erection of temporary noise barriers had been implemented for the construction activities conducted at the opposite Harbour Heights for slab breaking works; - The breaker head was wrapped with acoustic material to minimize noise nuisance to residences in the vicinity; - The breaking works at the area closest to Harbour Heights were generally completed while the 	Investigation Report issued on 21 January 2020 and case closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>remaining breaking works would be shifted away from the concerned location.</p> <p>In view of the information gathered, the complaint was considered as related to noise nuisance from the breaking work. Despite the breaking works closest to Harbour Heights were completed and remaining breaking works would be shifted away from the concerned location, the Contractor of HY/2009/19 is recommended to adopt additional noise mitigation measures for the remaining breaking works in order to prevent potential noise nuisance:</p> <ol style="list-style-type: none">1. The Contractor of HY/2009/19 is recommended to deployed temporary noise barrier and fenced between the direct line of sight between the noise emanating source and the NSR in order to minimize the noise impact;2. The Contractor of HY/2009/19 is recommended to wrap the breaker head with acoustic material to further reduce the noise impact during remaining breaking works;3. The Contractor of HY/2009/19 is recommended to avoid multiple PMEs operated concurrently or reduce the amount of PMEs operated concurrently, wherever possible, to avoid cumulative noise impact;4. The Contractor of HY/2009/19 is recommended to provide regular maintenance to PMEs in order to prevent excessive noise impact during operation;5. The Contractor of HY/2009/19 is recommended to complete the noisy work as soon as possible in order to minimize disturbance to nearby residents.	
200409	9 April 2020	An ICC complaint (CASE#3-6309114870,	Eastern Corridor near the slip road for Tin Hau	Construction works carried out for the Central-Wanchai Bypass - Eastern Distributor link on the Eastern Corridor	An ICC complaint was referred to the ET on 15 April 2020 (CASE Ref: CASE#3-6309114870). The complainant reported that:	Investigation Report issued on 24 April 2020 and



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
		lodged at 9:54 on 10 April 2020) was referred to the ET on 15 April 2020.		near the slip road for Tin Hau cause night time noise nuisance to the residents of Victoria Centre at around 3:30 a.m. on 8-9 April 2020.	<p>Construction works carried out for the Central-Wanchai Bypass - Eastern Distributor link on the Eastern Corridor near the slip road for Tin Hau cause night time noise nuisance to the residents of Victoria Centre at around 3:30 a.m. on 8-9 April 2020.</p> <p>For Contract HY/2011/08 The ET confirmed with the Resident Site Staff that:</p> <ol style="list-style-type: none">1. No construction works were conducted by the Contractor of HY/2011/08 at the concerned location and period. <p>For Contract HY/2009/19 The ET confirmed with the Resident Site Staff that:</p> <ol style="list-style-type: none">1. Installation of Single Noise Semi-enclosure PMMA panel for movement joint location near Pier 18 of IEC Westbound was undertaken on the concerned complaint date and period by the Contractor of HY/2009/19.2. Construction Noise Permit (CNP) no. GW-RS0074-20 had been granted for such construction works. The noise control measures as mentioned in Condition 3d. of the CNP had been implemented during the implementation of construction work. Group D specified in the CNP has been used in the concern period.3. Notification was made to EPD on 3 April 2020 prior to the construction as per condition 16 in Section 3d of the CNP.4. The PME listed in condition 3a of the CNP has been operated when none of the PME covered by the CNP GW-RS1005-19, GW-RS1013-19 and GW-RS1176-19 is operating.5. In order to ensure traffic safety and reduce traffic impact, the concerned construction work would be implemented at night time but not day time.	case closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>In view of the information gathered, the complaint was considered as related to noise nuisance from the installation work at night time on IEC Westbound. Such works had been granted with CNP no. GW-RS0074-20 until 3 August 2020 and the concerned construction work need to be implemented at night time but not day time to avoid causing serious interruption to road transport.</p> <p>Despite such night works were granted with Construction Noise Permit, the Contractor of HY/2009/19 was reminded to maintain the site control system for construction works carried out during restricted hours to ensure the PMEs and the noise mitigation measures deployed are in compliance with relevant Construction Noise Permit. The Contractor of HY/2009/19 was also reminded to maintain regular maintenance of the plant and equipment deployed to avoid potential nuisance to the nearby public.</p>	
200414	Night time of 14 April 2020	An ICC complaint (CASE#3-6311013576, lodged at 19:32 on 15 April 2020) was referred to the ET on 16 April 2020.	IEC near Provident Centre (near Wharf Road No. 37-53)	Construction works carried out at Island Eastern Corridor near Provident Centre (near Wharf Road No. 37-53) cause night time noise nuisance to the complainant.	<p>An ICC complaint was referred to the ET on 16 April 2020 (CASE Ref: CASE#3-6311013576). The complainant reported that:</p> <p>Construction works carried out at Island Eastern Corridor near Provident Centre (near Wharf Road No. 37-53) cause night time noise nuisance to the complainant.</p> <p>For Contract HY/2011/08 The ET confirmed with the Resident Site Staff that:</p> <ol style="list-style-type: none">1. No construction works were conducted by the Contractor of HY/2011/08 at the concerned location and period. <p>For Contract HY/2009/19 The ET confirmed with the Resident Site Staff that:</p> <ol style="list-style-type: none">1. Road Resurfacing at IEC Westbound near Pier 44-53 was undertaken on the concerned	Investigation Report issued on 24 April 2020 and case closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>complaint date and period by the Contractor of HY/2009/19.</p> <ol style="list-style-type: none">2. Construction Noise Permit (CNP) no. GW-RS0182-20 had been granted for such construction works. The noise control measures as mentioned in Condition 3d. of the captioned CNP had been implemented during the implementation of construction work. Group E specified in the CNP has been used in the concern period.3. Notification was made to EPD on 9 April 2020 prior to the construction as per condition 13 in Section 3d of the CNP.4. The PME listed in condition 3a of the CNP has been operated when none of the PME covered by the GW-RS0074-20 or GW-RS0192-20 is operating. <p>The complaint was considered as related to noise nuisance from the road resurfacing work at night time on IEC Westbound. Such works had been granted with CNP no. GW-RS0182-20.</p> <p>Despite such night works were granted with Construction Noise Permit, the Contractor of HY/2009/19 was reminded to maintain the site control system for construction works carried out during restricted hours to ensure the PMEs and the noise mitigation measures deployed are in compliance with relevant Construction Noise Permit. The Contractor of HY/2009/19 was also reminded to maintain regular maintenance of the plant and equipment deployed to avoid potential nuisance to the nearby public.</p>	
200419	19 April 2020	An ICC complaint (CASE#3-6312734220, lodged at 21:43	Piers 17-21 of IEC Westbound	The road lightings along westbound of IEC at section near Harbour Heights North Point caused nuisance to the complainant. After	An ICC complaint was referred to the ET on 20 April 2020 (CASE Ref: CASE# 3-6312734220). The complainant reported that: The road lightings along westbound of IEC at section near Harbour Heights North Point caused	Investigation Report issued on 28 April 2020 and case closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
		on 19 April 2020) was referred to the ET on 20 April 2020.		investigation, it was revealed that the nuisance was caused by the newly installed temporary lightings on the erected noise enclosure post at Piers 17-21 of IEC westbound.	<p>nuisance to the complainant. After investigation, it was revealed that the nuisance was caused by the newly installed temporary lightings on the erected noise enclosure post at Piers 17-21 of IEC westbound.</p> <p>The ET confirmed with the Resident Site Staff that:</p> <p>The newly installed lightings on the erected noise enclosure posts at Piers 17-21 of IEC westbound are temporary in nature. The purpose of installing these temporary lightings is to replace the existing road lightings, which will obstruct the installation of noise barrier panels alongside the IEC westbound slow lane. On the day when the complaint was lodged, the temporary lightings were lit up on a trial basis to verify proper functioning of the equipment / system after installation.</p> <p>Mitigation measures implemented were listed as follow:</p> <ol style="list-style-type: none">1. The temporary lightings will be shifted to IEC westbound slow lane side in order to minimize light nuisance to nearby residents as far as possible;2. The temporary lightings alongside IEC westbound fast lane were removed on 23 April 2020. <p>The complaint was considered as related to light nuisance to the residents of Harbour Heights due to the newly installed temporary lightings on the erected noise enclosure post at Piers 17-21 of IEC westbound. Below preventive actions were recommended:</p> <ol style="list-style-type: none">1. Review duration of lighting test / switch off unnecessary lightings when conduct the lighting test.2. Review the position of the lightings in order to	



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					reduce nuisance to nearby residents as far as possible.	
200429	27 April 2020	An ICC complaint (CASE# 3-6316215362, lodged at 11:07 on 27 April 2020) was referred to the ET on 29 April 2020.	Landscape deck on top of the IEC at section near City Garden of North Point	Trees planted at the landscape deck on top of the IEC at section near City Garden of North Point blocked the view of the complainant's flat	<p>An ICC complaint was referred to the ET on 29 April 2020 (CASE Ref: CASE# 3-6316215362). The complainant reported that:</p> <p>The trees planted at the landscape deck on top of the IEC at section near City Garden of North Point blocked the view of the complainant's flat.</p> <p>The ET confirmed with the Resident Site Staff that:</p> <ol style="list-style-type: none">1. It is confirmed that the location and species of the trees planted on Landscape Deck is tallied with the latest submitted landscape plan;2. The concerned trees located at Bay C5 of the Landscape Deck are newly planted trees (instead of transplanted trees); the planting of these trees have been successively carried out and completed from mid March 2020 to late April 2020.3. Regular maintenance (i.e. establishment works under C19 Contract) should be provided for the concerned trees including but not limited to (i) daily watering, and (ii) litter collection, pruning as well as weeding, when necessary. After the establishment works under C19, the soft landscaping works will be handed over and maintained by LCSD. <p>In view of the information gathered, the complaint was considered as related to the newly planted trees at Bay C5 of the Landscape Deck completed from mid-March 2020 to late April 2020. The RSS confirmed that the location and species of the trees planted on Landscape Deck is tallied with the latest submitted landscape plan.</p> <p>Despite the RSS advised that the location and species of the trees on Landscape Deck were planted in according to the latest submitted</p>	Investigation Report issued on 7 May 2020 and case closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					landscape plan, the Contractor of HY/2009/19 was recommended to provide proper maintenance to the planted trees on the landscape deck.	
200504	4 May 2020	EPD referred a complaint to ET on 7 May 2020 (CASE Ref: H08/RS/000096 09-20).	At the site outside City Garden Block 11 under the management of Chun Wo Tunnel Management Limited	Noise arising from idling motor vehicle engines, vehicle parking warning sound and loading and unloading activity.	<p>A public complaint (File Ref.: H08/RS/00009609-20) made to EPD on 4 May 2020 was referred to the ET on 7 May 2020 concerning nighttime noise nuisance arising from lorries/trucks at the site outside City Garden Block 11 under the management of Chun Wo Tunnel Management Limited during midnight hours everyday. The complainant was concerned about noise arising from idling motor vehicle engines, vehicle parking warning sound and loading and unloading activity.</p> <p>The ET confirmed with the Resident Site Staff that:</p> <p>1. No construction activities were conducted by the Contractors of HY/2009/19 and HY/2011/08 at the concerned time and location (i.e. site area outside City Garden Block 11 under the management of Chun Wo Tunnel Management Limited)</p> <p>ET confirmed with the Resident Site Staff that no construction activities were conducted by the Contractors of HY/2009/19 and HY/2011/08 at the concerned time and location (i.e. site area outside City Garden Block 11 under the management of Chun Wo Tunnel Management Limited)</p> <p>As the noise nuisance was not related to road traffic noise, fixed plant noise, or the remaining construction activities as per the requirements under the EM&A manual for the Project, it is concluded that the complaint is not related to the construction/operation of the Project.</p>	The interim report was submitted to the EPD on 19 May 2020. EPD advised no comment on 8 July 2020 on the interim report submitted and case closed.
200505	5 May 2020	EPD referred a complaint to ET on 7 May 2020	Island Eastern Corridor near Wharf Road	Nighttime construction noise at Island Eastern Corridor near Wharf Road	A public complaint (File Ref.: H08/RS/00009733-20) made to EPD on 5 May 2020 was referred to the ET on 7 May 2020 concerning nighttime construction	The interim report was submitted to



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
		(CASE Ref: H08/RS/000097 33-20).			<p>noise at Island Eastern Corridor near Wharf Road. According to the complainant, the construction work has been continuously creating loud noise every night, including the night at about 23:47hrs on 4 May 2020 and during midnight hours on 5 May 2020.</p> <p>For Contract HY/2011/08 The ET confirmed with the Resident Site Staff that: 1. No construction works were conducted by the Contractor of HY/2011/08 at the concerned location and period.</p> <p>For Contract HY/2009/19 The ET confirmed with the Resident Site Staff that: 1. Road Resurfacing at IEC Westbound near Pier 44-53 was undertaken on the concerned complaint date and period by the Contractor of HY/2009/19. 2. Construction Noise Permit (CNP) no. GW-RS0182-20 had been granted for such construction works. The noise control measures as mentioned in Condition 3d. of the captioned CNP had been implemented during the implementation of construction work. Group E specified in the CNP has been used in the concern period. 3. Notification was made to EPD on 28 April 2020 prior to the construction as per condition 13 in Section 3d of the CNP. 4. The PME listed in condition 3a of the CNP has been operated when none of the PME covered by the GW-RS0074-20 or GW-RS0192-20 is operating.</p> <p>The complaint was considered as related to noise nuisance from the road resurfacing work at night time on IEC Westbound. Such works had been granted with CNP no. GW-RS0182-20.</p>	the EPD on 19 May 2020. EPD advised no comment on 8 July 2020 on the interim report submitted and case closed.



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					Despite such night works were granted with Construction Noise Permit, the Contractor of HY/2009/19 was reminded to maintain the site control system for construction works carried out during restricted hours to ensure the PMEs and the noise mitigation measures deployed are in compliance with relevant Construction Noise Permit. The Contractor of HY/2009/19 was also reminded to maintain regular maintenance of the plant and equipment deployed to avoid potential nuisance to the nearby public.	