

Appendix O Complaint Log

Statistical Summary of Environmental Complaints

Reporting Period	Environmental Complaint Statistics		
	Frequency	Cumulative	Complaint Nature
1 Dec 2021- 31 Dec 2021	1	1	<ul style="list-style-type: none"> • Chemical spillage/ leakage • The use of restricted fuel oil

Statistical Summary of Environmental Summons

Reporting Period	Environmental Summons Statistics		
	Frequency	Cumulative	Details
1 Dec 2021- 31 Dec 2021	0	0	N/A

Statistical Summary of Environmental Prosecution

Reporting Period	Environmental Prosecution Statistics		
	Frequency	Cumulative	Details
1 Dec 2021- 31 Dec 2021	0	0	N/A

Reference No.	Date of Complaint Received	Complaint Received From	Complaint Received By	Nature of Complaint	Details of Complaint Received and Investigation	Status
IWMF_EC 01_202112 01	15 Dec 2021	EPD	SO, ET, IEC	Chemical spillage/ leakage and the use of restricted fuel oil	<p>A complaint was received by the Environmental Protection Department on 01 December 2021 and referred to the Environmental Team (ET), Independent Environmental Checker (IEC) and Supervising Officer (SO) on 15 December 2021. The complaint was related to oil spillage / leakage to the sea during fuel oil transfer operation from vessels to relevant plants/fuel containers on the artificial island of the IWMF project and sulfur content of the fuel being used in the IWMF project site.</p> <p>The oil transfer operation was usually conducted between 6:00pm and 8:30pm. Tugboat SPV 1 was used for transferring fuel oil to artificial island through the hose. The operation of oil transfer was undertaken and supervised by the operator on SPV 1.</p> <p>Precautionary measures against chemical/ oil spillage during oil transfer operation include:</p> <ul style="list-style-type: none"> (i) Using fuel hose with gate valve to direct fuel oil from Tugboat to artificial island (ii) Transferring the fuel oil directly from Tugboat to diesel drum and oil tanker with no interim transfer station on ground / sea (iii) Chemical spill kit with chemical absorbent had been deployed near the location for oil transfer operation for immediate handling of chemical / oil spillage (iv) Induction trainings were provided to all new workers, covering mitigation measures towards the environmental aspects including the handling of chemicals (v) Spill Response Plan was issued by contractor in 2018. The plan included precaution measures on 	Investigation report finalized on 31 December 2021

Reference No.	Date of Complaint Received	Complaint Received From	Complaint Received By	Nature of Complaint	Details of Complaint Received and Investigation	Status
					<p>handling chemical and fuel oil during storage, transportation and onsite in-use and formulated response plan for handling emergency chemical spillage</p> <p>(vi) Regular chemical spill drills were carried out on an annual basis to provide sufficient training to all related parties including site workers and Emergency Team members as listed in the Spill Response Plan in handling emergency spillage issue</p> <p>Water quality monitoring had been conducted regularly. Monitoring station CR2 is adjacent to the location for oil filling operation. No observation regarding the chemical spillage or oil stain on sea surface were reported by the water sampling team.</p> <p>ET had conducted two follow-up site visits on 23 December 2021 (Weekly site inspection) and 29 December 2021(Inspection of oil filling operation). On 23 December 2021, no oil spillage or oil stain was observed on sea surface near the oil transfer location. On 29 December 2021, a field inspection for oil filling operation was conducted. Precautionary measures including using fuel hose with gate valve and transferring the fuel oil directly from Tugboat to diesel drum and oil tanker with no interim transfer station were inspected. No fuel oil spillage or leakage was observed during the inspection. Tugboat SPV1 was used for the oil filling operation, hose with gate valve was used for conveying fuel oil from SPV1 to diesel drum with no interim transfer station.</p>	

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					<p>For the issue of concerning the sulfur content of fuel oil, regular fuel oil samplings and testing for their surplus content were conducted by the contractor on a monthly basis. The laboratory reports had been reviewed ET, no exceedance in surplus content of the sampled fuel oil was recorded in recent months (June 2021 to November 2021).</p> <p>With reference to the information provided by the contractor and observation of our field investigation and inspection, it is considered that no non-compliance was found for the oil filling operation, chemical leakage/spillage and sulfur content of fuel oil.</p> <p>Although the complaint is considered invalid, contractor was suggested to implemented/maintained the following measures to minimise the potential environmental impact:</p> <ul style="list-style-type: none"> (i) Regular and/or random site inspection during the oil transfer process and proper implementation of precautionary measures. (ii) Regular and/or random audit of spill control kits that should be properly stored on site. (iii) Conduct induction/ refresher training and tool-box talks of mitigation measures and Spill Response Plan for new and existing workers. Records of training should be kept by the Contractor for future audit. (iv) Conduct drills for workers (at least once a year), identify any deficiency, and propose and implement rectification and improvement measures. 	