

Appendix L Complaint Log

Statistical Summary of Environmental Complaints

Reporting Period	Environmental Complaint Statistics		
	Frequency	Cumulative	Complaint Nature
01 June 2023- 30 June 2023	2	3	<ul style="list-style-type: none"> • Construction dust • Insufficient dust control measures

Statistical Summary of Environmental Summons

Reporting Period	Environmental Summons Statistics		
	Frequency	Cumulative	Details
01 June 2023- 30 June 2023	0	0	N/A

Statistical Summary of Environmental Prosecution

Reporting Period	Environmental Prosecution Statistics		
	Frequency	Cumulative	Details
01 June 2023- 30 June 2023	0	0	N/A

COMPLAINT DETAILS

Date Received	28 June 2023 From: Environmental Protection Department (Compliance Division)
Parameter	*Air / Noise / Water / Waste/ Landscape and Visual/ Chemical Spillage
Reference No.	IWMF_EC02_20230628
Enquirer's Details	
Name	Not disclosed
Contact Tel No.	Not disclosed
Address	Not disclosed

Source	* Telephone/Site Visit / Referred from Environmental Protection Department
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Details of a Complaint:

A complaint was received by the Environmental Protection Department on 28 June 2023 and referred to the Environmental Team (ET), Independent Environmental Checker (IEC) and Supervising Officer (SO) on 28 June 2023. The complaint was related to construction dust and insufficient dust control measures, details of the complaint are as below:

From Notification of Environmental Complaint

- The complainant reported that construction dust was generated during work processes and movement of vehicles within site boundary.
- The complainant also specifically mentioned that there was lack of water bowser or sprinkler for dust suppression within site boundary.

Actions taken / to be taken:

- ET Notified the Contractor to collect more information on 28 June 2023.
- Information had been provided by Contractor on 29 June 2023.
- A field investigation was conducted on 04 July 2023.

Investigation Findings:

With reference to the work schedule provided by the Contractor, construction works conducted in recent time mainly involves excavation works near bunker 3 of Process Building, socketed H-pile works near Administration Building and elevated driveway and substructure works and superstructure works in other work areas. Among the various construction works, excavation works near bunker 3 of Process Building and socketed H-pile works near Administration Building and elevated driveway were the two construction works that possibly generate construction dust because of their work nature. The work areas of the excavation and H-pile work are indicated in **Figure 1**.



Figure 1: Location of Work Area

In view of recent weather condition, heavy showers and squally thunderstorms were frequently recorded in June 2023 with reference to Monthly Weather Summary from Hong Kong Observatory^[1]. Main haul roads within the site boundary were mainly in slurry condition. Site photos of haul road condition provided by the Contractor are given in **Figure 2**.

Weekly inspections were conducted in June 2023 (i.e. 06 June 2023, 12 June 2023, 20 June 2023 and 27 June 2023). No fugitive dust generated from construction work or vehicle movement was observed during the site inspection in June 2023. Site photos of main haul roads taken during each site inspection are given in **Figure 3**, **Figure 4**, **Figure 5** and **Figure 6** respectively.

For the issue of insufficient dust suppression measure, three major dust suppression measures were implemented by the Contractor as far as practicable in the site area, including deployment of water bowser for regular watering to main haul road, scheduling workers to frequently spray water to work areas that involved high dust emission construction works and covering dusty material with impervious sheet entirely. Two water bowsers were deployed on artificial island. Photo records of using water bowser to water main haul road and covering dusty material with impervious sheet entirely are given in **Figure 7** and **Figure 8** respectively.

Note:

[1]: Monthly Weather Summary for June 2023 can be retrieved on Hong Kong Observatory Webpage:

<https://www.weather.gov.hk/en/wxinfo/pastwx/mws2023/mws202306.htm>

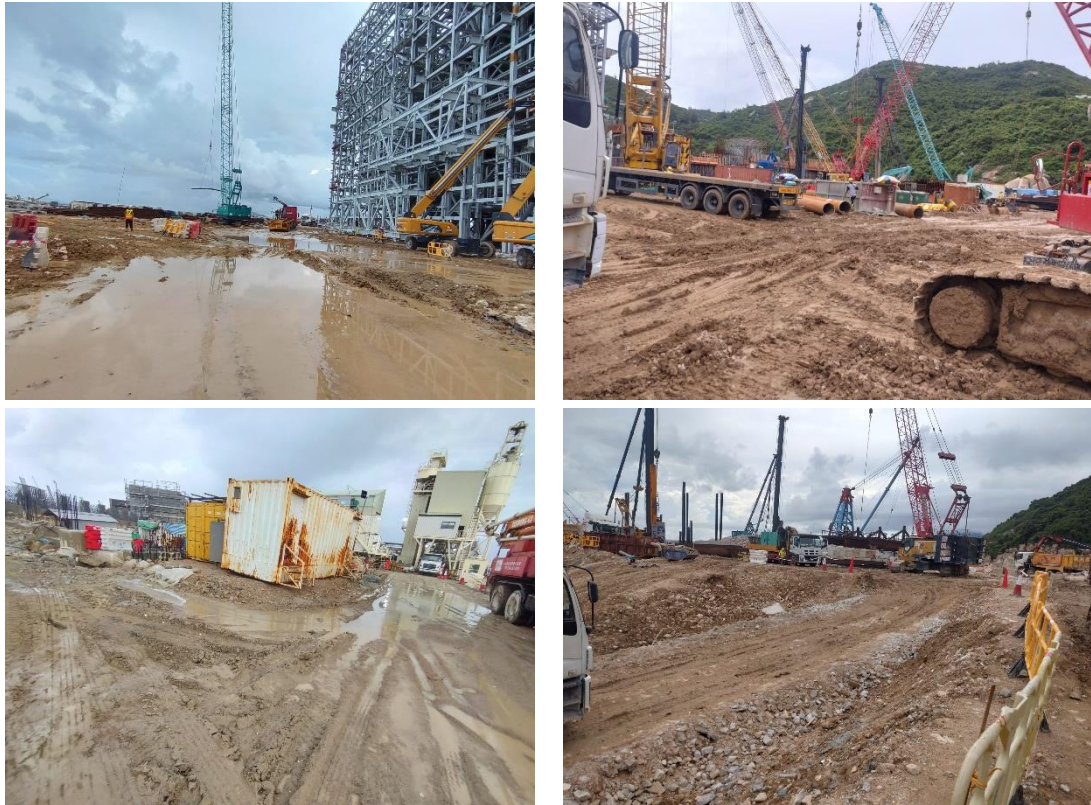


Figure 2: Site Photos of Main Haul Roads within Site Boundary



Figure 3: Site Photo of Main Haul Road Taken during Site Inspection on 06 June 2023



Figure 4: Site Photo of Main Haul Road Taken during Site Inspection on 12 June 2023



Figure 5: Site Photo of Main Haul Road Taken during Site Inspection on 19 June 2023



Figure 6: Site Photo of Main Haul Road Taken during Site Inspection on 26 June 2023



Figure 7: Photo Record of Using Water Bowser to Water Main Haul Road



Figure 8: Photo Record of Covering Dusty Material with Impervious Sheet Entirely

MONITORING

Ad hoc Monitoring undertaken	*Yes/ No
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FOLLOW-UP SITE VISIT

Date	Status / Observation
04 July 2023 (Weekly site inspection)	No fugitive dust generated from construction work or vehicle movement was observed during the site inspection. Almost all main haul roads remain in slurry condition during site inspection. Site photos of the condition of main haul roads during site inspection are given in Figure 9 . Water spraying to main haul road was observed during site inspection and the photo record is given in Figure 10 .



Figure 9: Site Photo of Main Haul Road Taken during Site Inspection on 04 July 2023



Figure 10: Photo Record of Spraying Water to Main Haul Road

CONCLUSION

The contractor had properly implemented the practicable measures to prevent construction dust and fugitive dust generated during vehicle movement according to EIA recommendation and EM&A manual requirement.

For the issue of insufficient dust suppression measure, the contractor had deployed water bowser to water main haul road and scheduled worker to frequently spray water at work areas.

With reference to the information provided by the contractor and observation of our field inspection, dust suppression measures are considered sufficient and effective to control fugitive dust from construction works.

RECOMMENDATIONS

In view of public concern, the following measures should be implemented/maintained to minimise the potential environmental impact:

1. Regular and/or random site inspection by SO/ the Contractor/ the ET to ensure proper implementation of dust suppression measures, including but not limited to coving dusty material with impervious sheet entirely, watering main haul roads frequently during dry season or sunny days and deploying sufficient number of bowzers to ensure all sections of main haul road remain in wet condition.
2. Conduct induction/ refresher training and tool-box talks of mitigation measures for dust suppression. Records of training should be kept by the Contractor for future audit.
3. Review the efficiency of the implemented dust suppression measure timely, enhancement should be made on those measures if necessary.
4. Review the construction process to minimize the emission of fugitive dust and suggest practicable dust suppression measure before the commencement of high dust emission works.

STATUS OF COMPLAINANT: *~~Follow-up~~/Closed

Prepared by : Joe Ho

Certified by : F C Tsang

Designation : Environmental Team Member

Designation : Environmental Team Leader

Signature : 

Signature : 

Date : 06 July 2023

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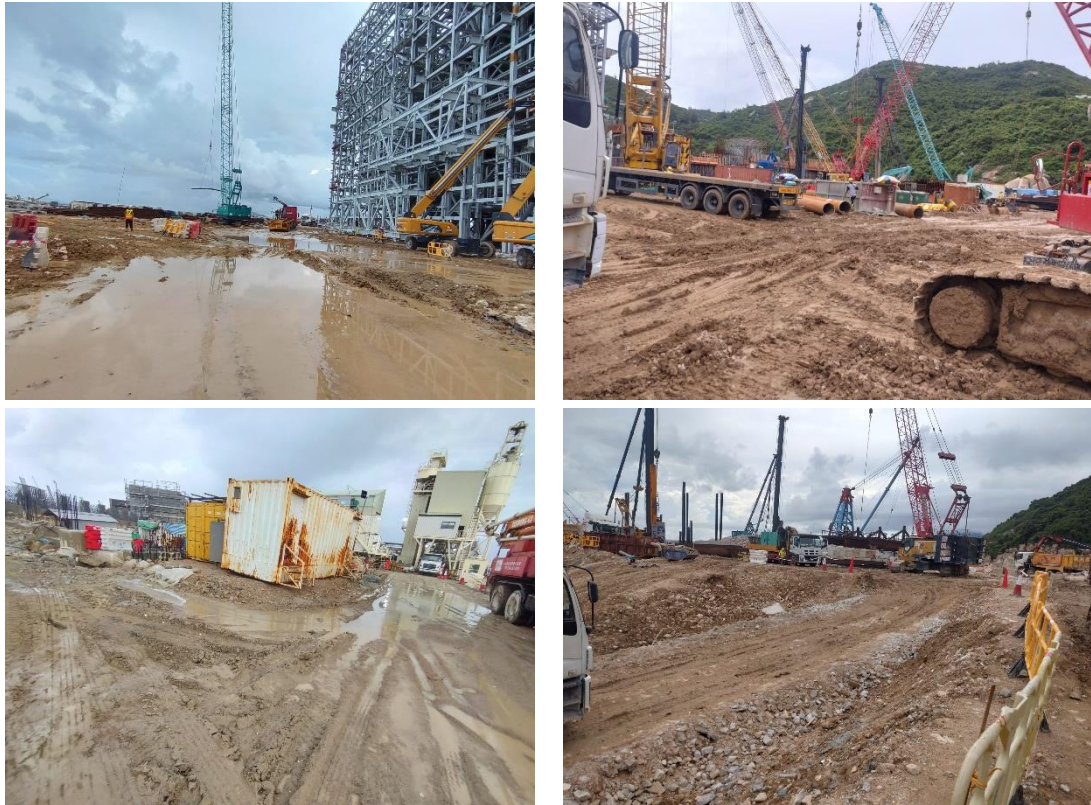


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