

## Appendix L Complaint Log

## Statistical Summary of Environmental Complaints

Reporting Period	Environmental Complaint Statistics		
	Frequency	Cumulative	Complaint Nature
01 Sep 2023- 30 Sep 2023	1	4	Alleged discharge of effluent

## Statistical Summary of Environmental Summons

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

## Statistical Summary of Environmental Prosecution

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

**COMPLAINT DETAILS**

Date Received	05 September 2023 From: Environmental Protection Department (Compliance Division)
Parameter	* <del>Air / Noise /</del> Water / <del>Waste / Landscape and Visual /</del> Chemical Spillage
Reference No.	IWMF_EC04_20230905
<b>Enquirer’s Details:</b>	
Name	Not disclosed
Contact Tel No.	Not disclosed
Address	Not disclosed
Source	* <del>Telephone / Site Visit /</del> Referred from Environmental Protection Department
<p><b>Details of a Complaint:</b>                  A complaint was received by the Environmental Protection Department on 05 September 2023 and referred to the Environmental Team (ET), Independent Environmental Checker (IEC) and Supervising Officer (SO) on 06 September 2023. The complaint was related to alleged discharge of effluent near the shore of artificial island. Details of the complaint are as below:</p> <p><u>From Notification of Environmental Complaint</u></p> <ul style="list-style-type: none"> <li>- The complainant alleged that discharge of effluent was observed near the shore of artificial island.</li> <li>- The complainant reported that discharged effluent was suspected to be cement water.</li> </ul>	
<p><b>Actions taken / to be taken:</b></p> <ul style="list-style-type: none"> <li>- ET notified the Contractor and requested for more information on 06 September 2023.</li> <li>- Information had been provided by Contractor on 06 September 2023.</li> <li>- Field investigations were conducted on 07, 12 and 19 September 2023.</li> <li>- Leakage test with fluorescent dye at pits near the shore of artificial island was conducted on 19 September 2023.</li> </ul>	
<p><b>Investigation Findings:</b></p> <p>With reference to the information provided by the Contractor, the location of alleged discharge of cement water is in the vicinity of caisson 7. As the land based concrete batching plant was still not in operation and no leakage was reported and observed at the concrete batching barge on 05 September 2023, no cement water shall be generated or observed in the work areas adjacent to caisson 7.</p> <p>In view of impossibility of the existence of cement water at the work areas adjacent to caisson 7, the accidentally discharged effluent claimed in the complaint was suspected to be the surface runoff along haul road near caisson 7. The accidental discharge might be caused by the minor leakage from the damaged geotextile at caisson 7.</p> <p>As reported by the Contractor, damaged geotextile at caisson 7 was observed during the post typhoon inspection on 05 September 2023 and the damaged geotextile had been repaired immediately after the post inspection. The photo record of the replacing the damaged geotextile is given in <b>Figure 1</b>. The damage was possibly due to adverse weather under Super Typhoon “SAOLA”<sup>[1]</sup>.</p>	



**Figure 1** Replacement of Damaged Geotextile on 05 September 2023


Note:

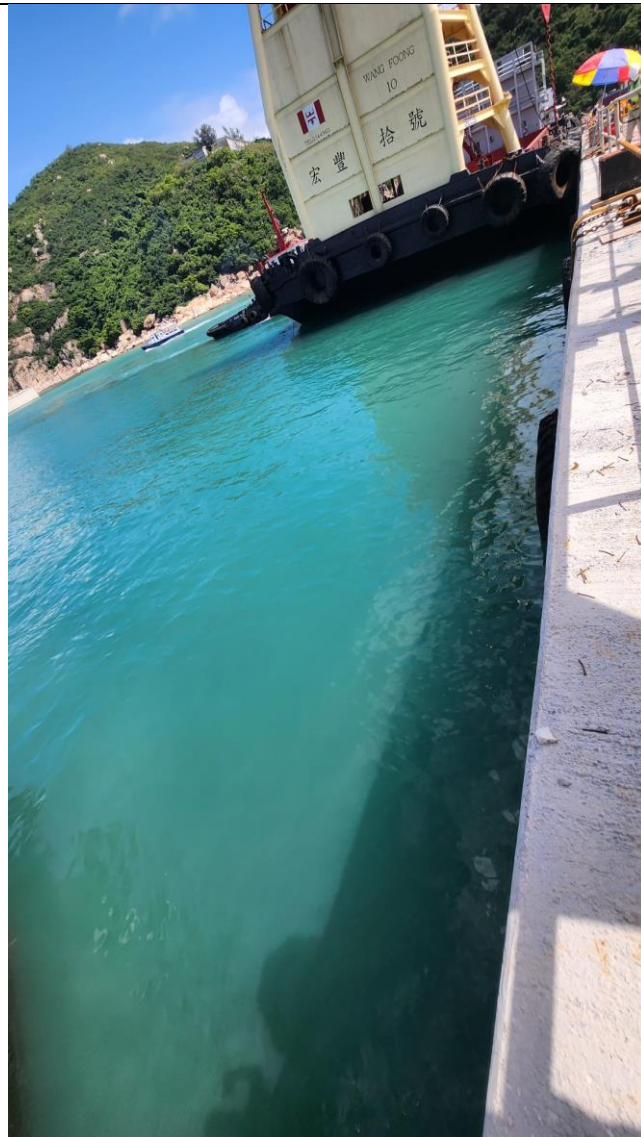
[1]: Record of Tropical Cyclone Warning Signals can be retrieved on Hong Kong Observatory Webpage:  
<https://www.hko.gov.hk/en/wxinfo/climat/warndb/warndb1.shtml>

### MONITORING

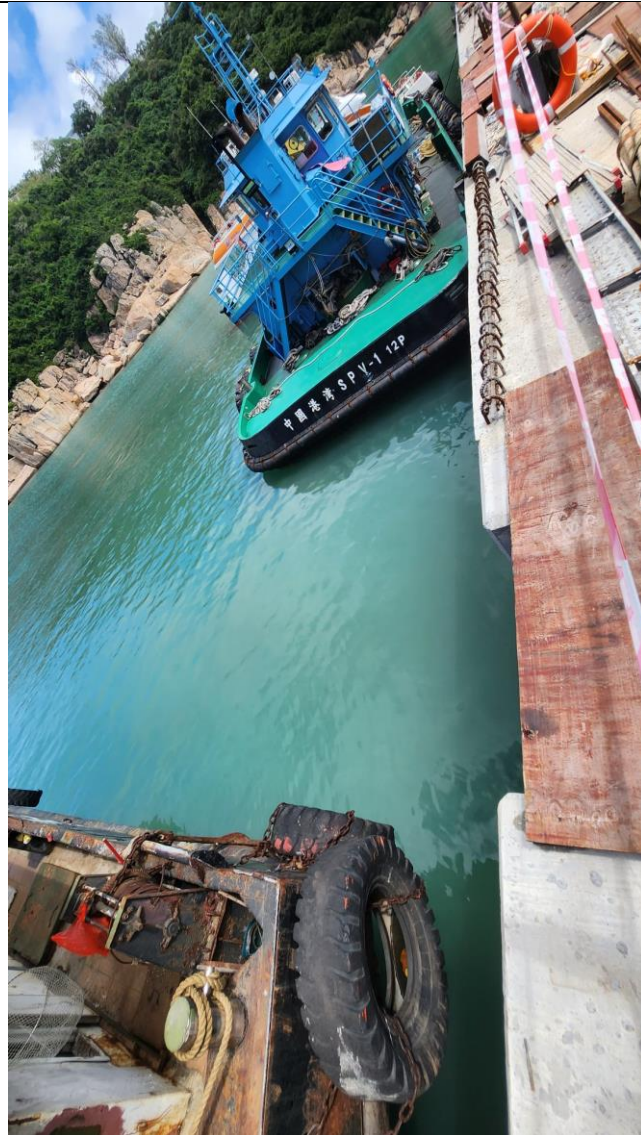
Ad hoc Monitoring undertaken	*Yes/ No
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**FOLLOW-UP SITE VISIT**

Date	Status / Observation
07, 12 and 19 September 2023  (Weekly site inspection)	<p data-bbox="341 232 1493 376">No silt plume was observed on the sea surface along the seawall B during the site inspection on 07, 12 and 19 September 2023. The site photo records of seawall B during site inspection on 07, 12 and 19 September 2023 are given in <b>Figure 2</b>, <b>Figure 3</b> and <b>Figure 4</b> respectively.</p>  <p data-bbox="376 1547 1458 1615"><b>Figure 2</b> Shore Condition along Seawall B during Site Inspection on 07 September 2023</p>



**Figure 3** Shore Condition along Seawall B during Site Inspection on 12 September 2023



**Figure 4** Shore Condition along Seawall B during Site Inspection on 19 September 2023

In an attempt to identify the source of effluent discharge, a leakage test with fluorescent dye was conducted on 19 September 2023. The pits at caisson 5 and water channel at caisson A2, which are other potential sources of alleged effluent discharge, were selected for the leakage test. The fluorescent dye was diluted with ratio of 1.5mL dye to 1L water. The diluted dye was then poured into the selected pit or water channel. The sea condition near the shore of seawall B was inspected around 1 hour later after the diluted dye was poured. No fluorescent dye was observed during the inspection along the seawall B. The photo records of diluting fluorescent dye, pouring dye into selected test locations and sea condition along seawall B after leakage test are given in **Figure 5**, **Figure 6** and **Figure 7** respectively.

19 September  
2023  
  
(Leakage  
Test)

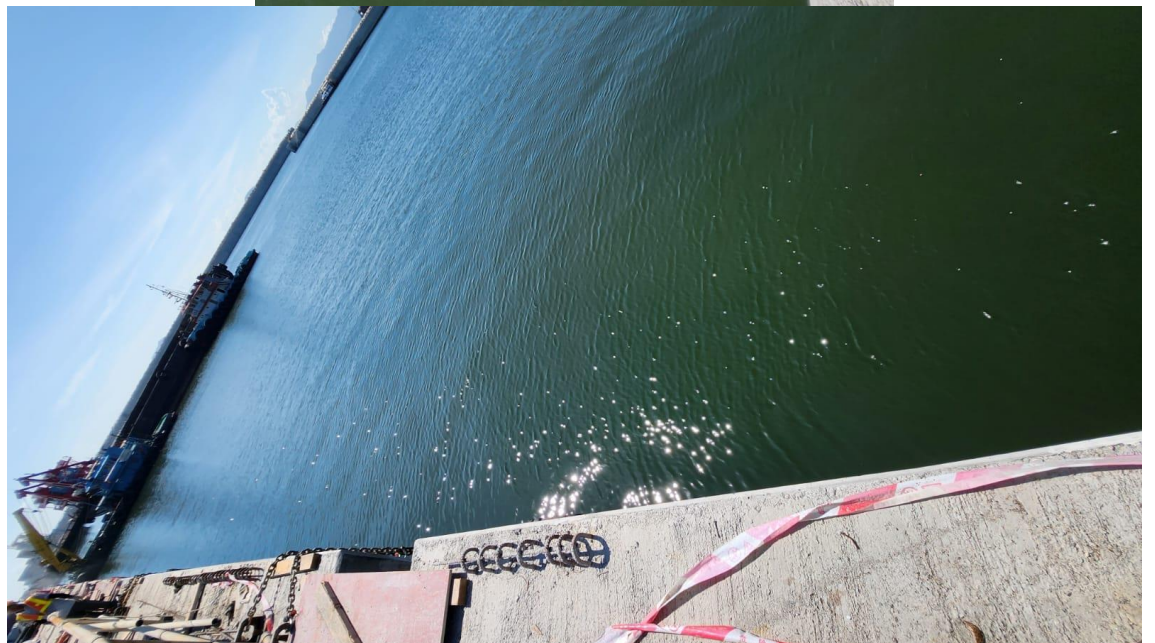
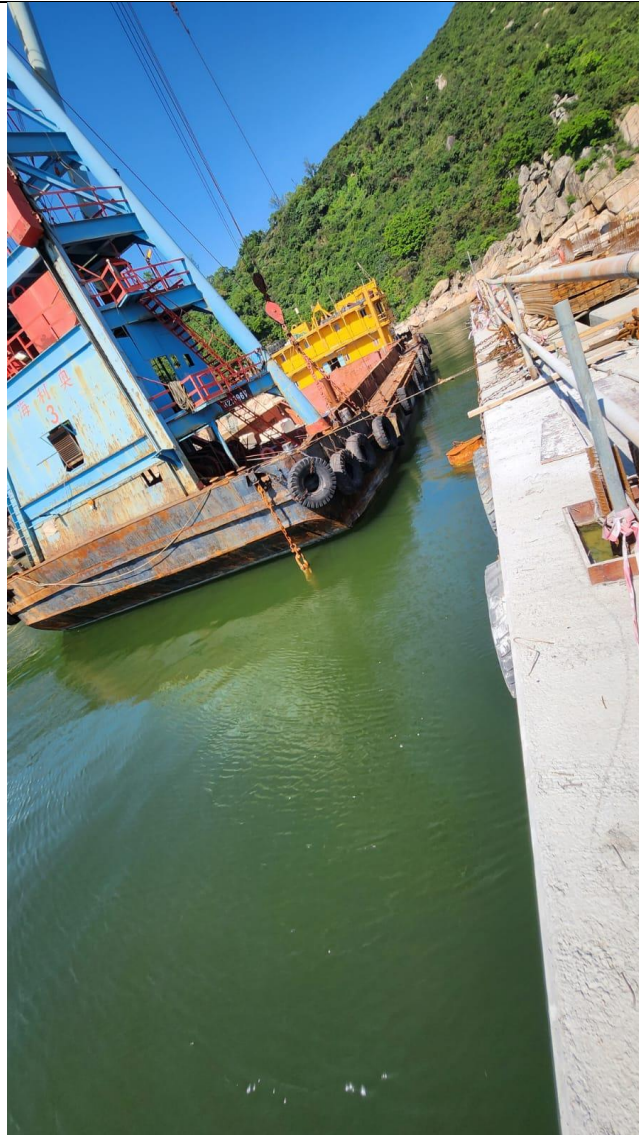


**Figure 5** Dilution of Fluorescent Dye with Water





**Figure 6** Leakage Test at Caisson 5 and Caisson A2



**Figure 7** Inspection along Seawall B after Leakage Test

## CONCLUSION

Based on the information provided by the Contractor and collected from the site inspections, and the outcome of the leakage test, it is considered that the leakage of muddy water was induced by the damaged geotextile at caisson 7. The damaged geotextile had been repaired immediately and no further leakage was reported or observed afterwards.

## 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 that the geotextile is in good condition and deployed at proper location. The geotextile should be repaired immediately if damage on geotextile is observed.
2. Conduct induction/ refresher training and tool-box talks of proper maintenance of temporary drainage system, including the maintenance and repair of geotextile and removal of general waste / sludge inside the temporary drainage system. Records of training should be kept by the Contractor for future audit.

## 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 : 26 September 2023

Date : 26 September 2023