

## Appendix O Complaint Log

Statistical Summary of Environmental Complaints

Reporting Period	Environmental Complaint Statistics		
	Frequency	Cumulative	Complaint Nature
1 Jan 2025 - 31 Jan 2025	2	6	<p>Two complaints were received during the reporting period.</p> <p>One complaint was related to the nuisance of construction noise to Cheung Chau from the Project Site in these couples of months during nighttime, the complaint was considered as not relevant to the Project after investigation.</p> <p>Another complaint was related to suspected illegal modification of generator on the vessel and over-storage of dangerous goods on vessel, the complaint was considered as was invalid in terms of environmental aspect after investigation.</p>

Statistical Summary of Environmental Summons

Reporting Period	Environmental Summons Statistics		
	Frequency	Cumulative	Details
1 Jan 2025 - 31 Jan 2025	0	0	N/A

Statistical Summary of Environmental Prosecution

<b>Reporting Period</b>	<b>Environmental Prosecution Statistics</b>		
	<b>Frequency</b>	<b>Cumulative</b>	<b>Details</b>
1 Jan 2025 - 31 Jan 2025	0	0	N/A

**DETAILS OF ENVIRONMENTAL CONCERNS**

Date Received	16 January 2025 From: Environmental Protection Department (Compliance Division)
Parameter	* <del>Air</del> / Noise / <del>Water</del> / <del>Waste</del> / <del>Landscape and Visual</del> / <del>Chemical Spillage</del>
Reference No.	IWMF_RO01_20250109

**Details of Environmental Concerns:**

Complaint was received through 1823 hotline on 9 January 2025. The complaint was referred to the Environmental Protection Department (EPD) and then referred to the Environmental Team (ET), Independent Environmental Checker (IEC), Supervising Officer (SO) and the Contractor on 16 January 2024. The complaint was related to the nuisance of construction noise to Cheung Chau from the Project Site in these couples of months during nighttime, the noise nuisance sounds like the operational sound of crane.

**Actions taken / to be taken:**

- ET requested the contractor for more information on 20 January 2025.
- Information had been provided by Contractor on 23 January 2025.
- Field investigations were conducted on 21 January 2025.
- ET reviewed the noise data collected at Noise Sensitive Receivers (NSRs) on 20 January 2025.

**Investigation Findings:**

Since the complainant did not specify the complaint period, the investigation period is assumed between November 2024 and January 2025. With reference to the information provided by the Contractor, there were fifteen crawler cranes / mobile crane and one tower cranes deployed at the Project Site. The location plan of cranes deployed at Project Site during December 2024 is given in **Figure 1**.



**Figure 1:** Location Plan of Cranes Deployed at Project Site

As reported by the Contractor, weekly inspection of each crane was conducted by qualified operators. Not only were the necessary safety measures included, but items related to environmental aspects were also included into the weekly checklist. This includes checking for hydraulic oil leaks from the crane, emissions of black smoke, and abnormal noise from the engine. The copy of the weekly checklist is given in **Figure 2**. As per the checklist record provided by the Contractor, no malfunction for cranes was recorded during December 2024. During the regular weekly inspections carried out by ET between November 2024 and January 2025, no deficiency in noise mitigation measures was observed.

Integrated Waste Management Facilities Phase 1  
 綜合廢物管理設施第一期 (EP/SP/66/12)

**Crawler Crane** 起重機每周檢查表 (由合資格操作員檢查)

起重機型號: **SC101** 起重機編號: **SC10A-8036**  
**HITACHI** SCX1000A-3

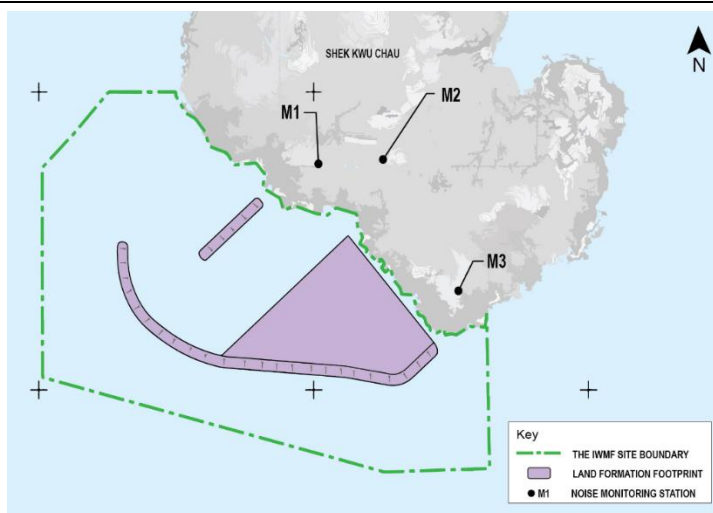
✓ = 是 / 正常 / 安全 X = 否 / 欠佳 需維修 / 更換

檢查項目	檢查日期	2/12/2024	9/12/2024	16/12/2024	23/12/2024	30/12/2024
顯示有效機械檢驗證書及許可證		✓	✓	✓	✓	✓
吊臂控制桿操作正常		✓	✓	✓	✓	✓
吊臂操作正常及流暢		✓	✓	✓	✓	✓
吊勾裝上安全扣及沒有損毀		✓	✓	✓	✓	✓
安全負荷警報器操作正常		✓	✓	✓	✓	✓
油壓鼓操作正常及流暢, 沒有漏油情況		✓	✓	✓	✓	✓
連板狀況良好		✓	✓	✓	✓	✓
計儀錶各顯示皆在正常範圍內		✓	✓	✓	✓	✓
發動器沒有排放黑煙, 沒有異常聲音		✓	✓	✓	✓	✓
轉盤警號		✓	✓	✓	✓	✓
行機時閃燈正常		✓	✓	✓	✓	✓
到機視像儀正常		✓	✓	✓	✓	✓
提供安全上落通道		✓	✓	✓	✓	✓
其他						
備註:						
總結: 此起重機是否可安地全操作:		是/否	是/否	是/否	是/否	是/否
如"否"則必須修妥後再作檢查才可使用		是	是	是	是	是
檢查人員姓名:		劉冠鴻	劉冠鴻	劉冠鴻	劉冠鴻	劉冠鴻
檢查人員簽署:		鴻	鴻	鴻	鴻	鴻

**\*\*檢查員必須每星期另填寫法定表格\*\***

**Figure 2:** Copy of Weekly Checklist for Lifting Appliances

Referring to the result of impact noise monitoring at the nearest NSRs at Shek Kwu Chau (i.e. noise monitoring stations M1, M2 and M3) between November 2024 and January 2025, no exceedance of limit level (i.e. 75 dB(A)) during daytime period was observed. The layout of M1, M2 and M3 is shown in **Figure 3** and their noise monitoring results between November 2024 and January 2025 are summarized in **Table 1**.



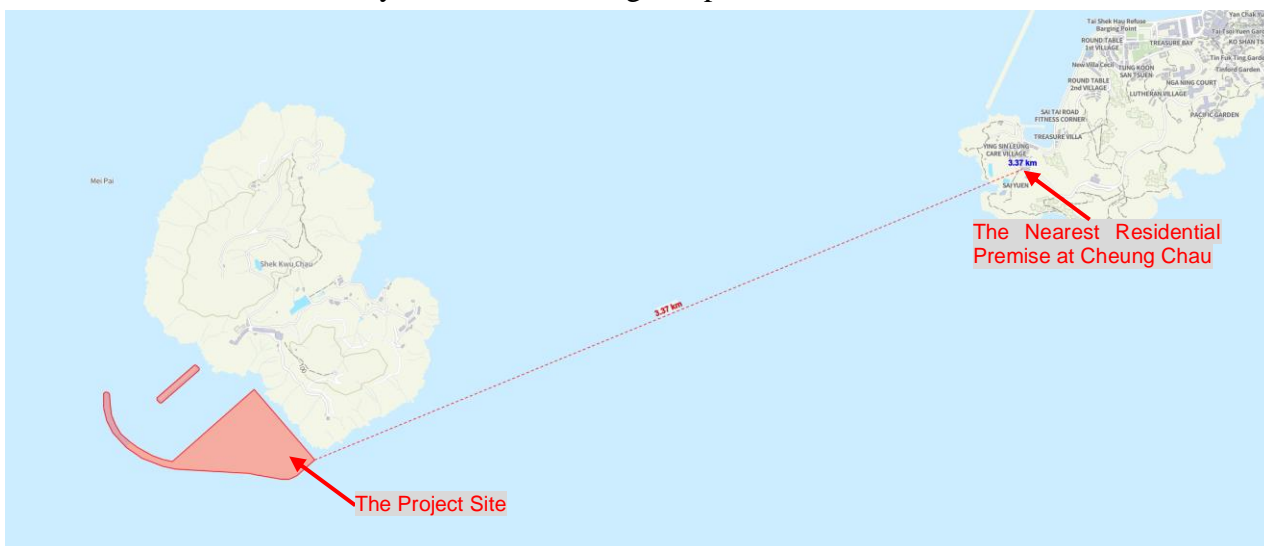
**Figure 3:** Layout of Designated Noise Monitoring Stations at Shek Kwu Chau

Location	Monitoring Period	Range of $L_{eq} 30min$ (dB(A))			Limit Level (dB(A))	Exceedance of Limit Level
		Nov 2024	Dec 2024	Jan 2025 (till 13 Jan 2025)		
M1	Daytime (0700 – 1900 hrs)	54.4 – 59.5	56.5 – 60.5	57.5 – 58.2	75	No
M2		53.5 – 55.6	52.6 – 59.1	55.7 – 56.0		No
M3		56.0 – 58.2	53.9 – 57.8	52.7 – 54.0		No

**Table 1:** Summary of Impact Noise Monitoring Results during Daytime (0700 – 1900 hours)

For construction works undertaken within restricted hours, the Contractor had valid Construction Noise Permits (CNP) (Permit No: GW-RS0568-24) effective from 2 July 2024 to 1 January 2025. Only Powered Mechanical Equipment (PME) listed on the CNP was used during the restricted hours and conditions stipulated on CNP for the use of PME during restricted hours were complied.

Since the distance between site boundary of the Project Site and the nearest residential premise at Cheung Chau is about 3,370 m (refer to **Figure 4**), the distance attenuation of – 78 dB(A) from the noise source at Project Site to the nearest residential premise is induced in accordance with general acoustics principle. Thus, the noise impact from the Project Site to the residential premise at Cheung Chau is considered minimal and not noticeable at anytime of the investigated period.



**Figure 4:** Layout Showing the Distance between the Project Site and the Nearest Residential Premise at Cheung Chau

**MONITORING**

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

Date	Status / Observation
21 January 2025	<p>During the regular weekly inspection on 21 January 2025, cranes deployed within the Project Site were inspected by the ET, the Contractor and SO. The weekly checklists for cranes kept at the cabins of cranes were being inspected. Neither the deficiency on noise mitigation measure for cranes nor malfunction on cranes were observed during the inspection. The photo records of the inspection for cranes and checking for the weekly checklists of cranes are given in <b>Figure 5</b> and <b>Figure 6</b> respectively.</p>
	<p><b>Figure 5:</b> Site Photos of Inspection for Cranes Taken during the Regular Weekly Inspection on 21 January 2025</p>
	<p><b>Figure 6:</b> Site Photos of Checking for the Weekly Checklist of Cranes Taken during the Regular Weekly Inspection on 21 January 2025</p>

## CONCLUSION

The complaint related to the nuisance of construction noise to Cheung Chau from the Project Site in these couples of months during nighttime was raised by the resident from Cheung Chau through 1823 hotline on 9 January 2025. The noise nuisance sounds like the operational sound of crane. Based on the information provided by the Contractor and collected from the site inspections, no non-compliance was observed in the recommended mitigation measures from Environmental Impact Assessment (EIA) and Environmental Monitoring & Audit (EM&A) manual regarding the construction noise controls after the investigation. Thus, it is considered that the complaint is not relevant to the Project.

## RECOMMENDATIONS

Although no non-compliance was observed, the following measures are reminded to be implemented/maintained for minimizing the potential environmental impacts:


1. Regular maintenance of PME by the Contractor for preventing abnormal noise from malfunctioning mechanical components.
2. Regular and/or random site inspection by the Contractor to ensure the compliance of conditions stipulated on CNP for the use of PME during restricted hours.
3. Regular and/or random site inspection by the Contractor/ the ET to ensure proper implementation of construction noise control measures and relevant precautionary measures, including but not limited to, only allowing well maintained plant onsite, shutting down the machines and plant between works and utilizing the material stockpiles and other structures in screening construction noise.
4. Conduct induction/ refresher training and tool-box talks of proper implementation of construction noise control measures, including the carrying out pre-work checking for the PME to be used and ensuring the proper utilization of the silencers or mufflers on construction equipment. Records of training should be kept by the Contractor for future audit.

Prepared by : Joe Ho

Certified by : F C Tsang

Designation : Environmental Team Member

Designation : Environmental Team Leader

Signature : 

Signature : 

Date : 04 February 2025

Date : 04 February 2025

**DETAILS OF ENVIRONMENTAL COMPLAINT**

Date Received	16 January 2025 From: Environmental Protection Department (Compliance Division)
Parameter	* <del>Air / Noise / Water / Waste / Landscape and Visual / Chemical Spillage</del> / Others (Refer to the “ <b>Details of Environmental Complaint</b> ”)
Reference No.	IWMF_RO01_20250110

**Details of Environmental Complaint:**

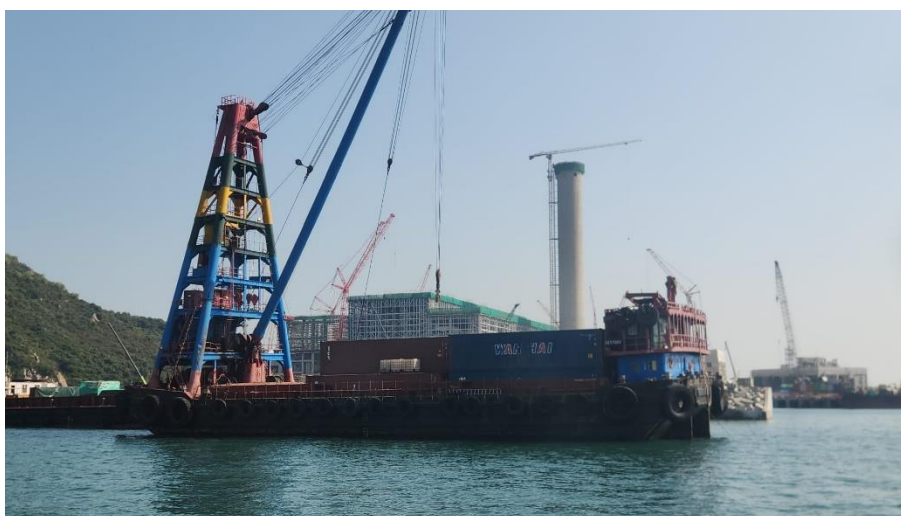
Complaint was received through 1823 hotline on 10 January 2025. The complaint was referred to the Environmental Protection Department (EPD) and then referred to the Environmental Team (ET), Independent Environmental Checker (IEC), Supervising Officer (SO) and the Contactor on 16 January 2024. The complainant alleged their complaint as "石鼓洲 焚化爐地盤船B21750V 懷疑非法改裝，懷疑非法多部發電機，懷疑非法有大量易燃物品", which was related to suspected illegal modification of generator on the vessel B21750V and over-storage of dangerous goods on vessel B21750V.

**Actions taken / to be taken:**

- Information had been provided by the Contractor and SO on 20 January 2025.
- Field investigations were conducted on 22 January 2025.

**Investigation Findings:**

With reference to the information provided, vessel B21750V was moored in the breakwater area. The outlook of the vessel B21750V was given in **Figure 1**.

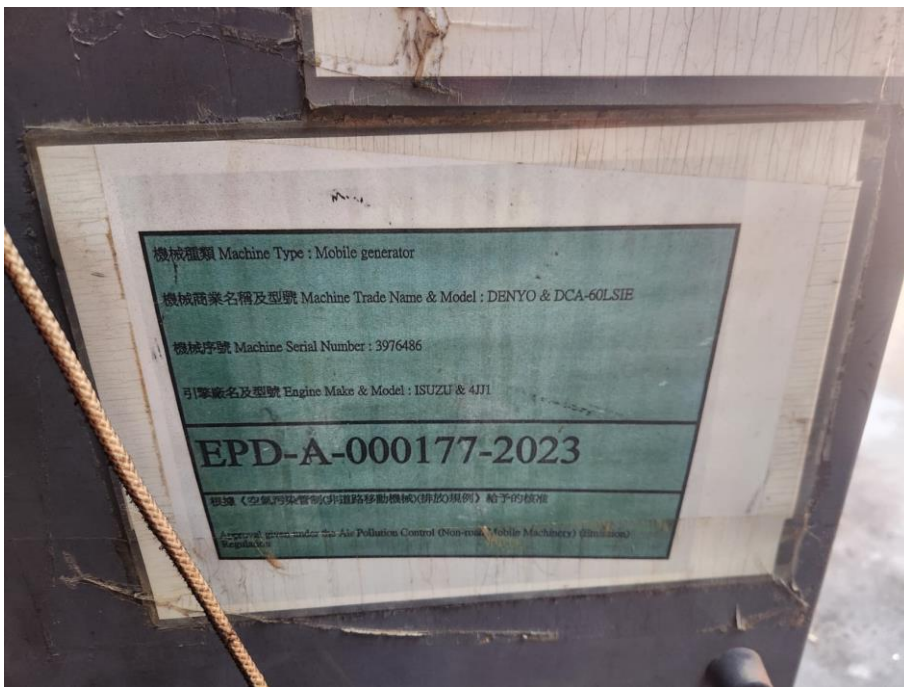


**Figure 1:** Photo Record of the Outlook of the Vessel B21750V

During the inspection on 10 January 2025 carried out by the Contractor and SO, two generators were observed on board, one of the generators was mounted on the vessel plant room as the power source for lifting boom and another was a mobile generator deployed in the cargo container. Drip tray was provided to the mobile generator as a measure for preventing chemical spillage. Photo record of mobile generator deployed in the cargo container taken during inspection on 10 January 2025 is shown in **Figure 2**. The mobile generator deployed in the cargo container was the approved Non-road Mobile Machinery (NRMM) which could be used at the construction site. The valid NRMM label is given in **Figure 3**.



**Figure 2:** Site Photo of Mobile Generator inside the Cargo Container Taken during the Inspection on 10 January 2025



**Figure 3:** Site Photo of the Valid NRMM Label on the Mobile Generator Taken during the Inspection on 10 January 2025

Four containers for diesel fuel storage with the capacity of approximately 1000L each were observed. Three of them were almost empty while some diesel fuel was observed inside one of the container. No leakage of diesel fuel from the containers was observed from the photo record provided. Photo records of the four containers for diesel fuel storage taken are shown in **Figure 4** and **Figure 5**.



**Figure 4:** Site Photo of Empty Containers for Diesel Fuel Storage Taken during the Inspection on 10 January 2025 by SO and the Contractor



**Figure 5:** Site Photo of Container for Diesel Fuel Storage Taken during the Inspection on 10 January 2025 by SO and the Contractor

**MONITORING**

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

Date	Status / Observation
22 January 2025	<p>Ad-hoc site inspection was carried out on 22 January 2025. During the inspection, no spillage of chemicals from the deck of vessel B21750V to sea was observed and no oil floating on the sea surface adjacent to vessel B21750V was observed. Emission of black smoke from vessel B21750V was also not observed. Photo records of the outlook of vessel B21750V and the condition of sea surface adjacent to vessel B21750V are shown in <b>Figure 6</b> and <b>Figure 7</b> respectively.</p>



**Figure 6:** Photo Record of the Outlook of the Vessel B21750V Taken during the Ad-hoc Site Inspection on 22 January 2025



**Figure 7:** Photo Record of the Condition of the Sea Surface adjacent to Vessel B21750V Taken during the Ad-hoc Site Inspection on 22 January 2025

## CONCLUSION

The complainant alleged their complaint as "石鼓洲 焚化爐地盤船B21750V 懷疑非法改裝 · 懷疑非法多部發電機 · 懷疑非法有大量易燃物品", which was related to illegal modification of generator on the vessel B21750V and over-storage of dangerous goods on vessel B21750V. Based on the information provided by the Contractor and SO and collected from the site inspections, it is considered that the complaint was invalid in terms of environmental aspect, as no non-compliance was observed in the recommended mitigation measures from Environmental Impact Assessment (EIA) and Environmental Monitoring & Audit (EM&A) manual after the investigation.

## RECOMMENDATIONS

Although the complaint was considered as invalid in terms of environmental aspect, the following measures are recommended to be implemented/maintained for minimizing the potential environmental impacts:

### Air Pollution Control for NRMMS

1. Regular and/or random site inspection to ensure that only machines powered by an internal combustion engine of rated engine power output between 19kW and 560kW with proper NRMM label, either approved label or exempted label, are allowed for construction work.

### Chemical Spillage from Marine Vessel

1. Regular and/or random site inspection to ensure proper implementation of chemical spillage control measures and relevant precautionary measures, including but not limited to, proper practice in storing chemicals in designated areas with pollution prevention facilities, provision of proper container for chemical waste storage to avoid leakage and spillage during handling.
2. Conduct induction/ refresher training and tool-box talks of proper implementation of chemical spillage control measures, including the proper storage and handling of chemicals and chemical wastes. Records of training should be kept by the Contractor for future audit.

Prepared by : Joe Ho

Certified by : F C Tsang

Designation : Environmental Team Member

Designation : Environmental Team Leader

Signature :



Signature :



Date : 4 February 2025

Date : 4 February 2025