Appendix L – Summary of environmental complaint, warning, summon and notification of successful prosecution

Reporting Month: September 2026

Table L1 Summary of Environmental Complaint, Warning, Summon and Notification of Successful Prosecution Received in the Reporting Period

Log Ref.	Location	Received Date	Details of Complaint/warning/summon and prosecution	Investigation/Mitigation Action	Status
#W09	Portion Q1	12 September 2026	EPD received two complaints, one of which was referred by 1823, regarding the discharge of muddy water from a barge offshore near Wai Lok Street, Kwun Tong, on 12 September 2026.	- There is direct evidence indicating that the muddy water discharge was related to the Project, as the barge concerned was deployed for the Project and reinstatement works were being carried out during the complaint period. - The following recommendations are made to further enhance the mitigation measures: 1. Conduct regular tool box training; 2. Conduct regular marine water monitoring and testing 3. Conduct regular inspection and maintenance of silt curtain. - The environmental conditions of the site and the control of works will be continuously reviewed and monitored by the Engineer and the Environmental Team.	Closed

Remarks:
Two (2) environmental complaint was received in the reporting period.
No environmental warning/summon and prosecution were received in the reporting period.

Appendix L – Summary of environmental complaint, warning, summon and notification of successful prosecution

Table L2 Cumulative Log for Environmental Complaint, Warning, Summon and Notification of Successful Prosecution

Log Ref.	Location	Received Date	Details of Complaint/warning/ summon and prosecution	Investigation/Mitigation Action	Nature	Status
#A01	The Launching Shaft	24 June 2020	A complaint regarding dust nuisance possible caused by the construction works at the Launching Shaft area was received.	- Training regarding the loading and unloading height control was provided to the laborers to ensure dusty materials are transported under a minimum practical height. - Water sprays system was installed around the location of complaint to prevent dust generated from wind erosion on the stockpile. - Contractor was reminded to further enhance the dust mitigation measures to minimize the dust nuisance.	Air	Closed
#N01	The Launching Shaft	03 & 13 July 2020	The verbal complaint regarding the noise nuisance generated from D-wall cutter operation nearby the PWCL building was received by CEDD	- Noise barrier was erected between noise source and the PWCL building. - Construction programme was reviewed as to minimize operation of PME nearby the PWCL building - Contractor was recommended to implement the noise mitigation measures and other good site practices to minimize the noise nuisance.	Noise	Closed
#N03	The Launching Shaft	03 December 2020	A verbal complaint regarding the noise nuisance, generated from the construction works nearby PWCL building, was received by CEDD.	- Contractor has taken the remedial action (i.e. Some of the breakers in which were operated nearby the concerned area were wrapped up with the acoustic insulation sheets) and noise mitigation measures (i.e. Noise barrier was installed adjoining the building to minimize the influence of construction noise, maintenance for all Powered Mechanical Equipment was conducted regularly, review on the construction programme to minimize the operations of PMEs near	Noise	Closed

Appendix L – Summary of environmental complaint, warning, summon and notification of successful prosecution

Log Ref.	Location	Received Date	Details of Complaint/warning/ summon and prosecution	Investigation/Mitigation Action	Nature	Status
				the PWCL) to minimize the noise impact generated from breaking activities.		
#N10	Launching Shaft and Barging Point	28 February 2023	A Complaint of Noise Nuisance caused by the nighttime construction activities was received.	- The cause of the noise nuisance may cause by the operation of Derrick Barge and the Conveyors. - No limit level exceedance was recorded for additional noise monitoring and the weekly construction noise monitoring. - In addition, the Contractor shall review the construction schedule, priorities the work sequence and maintain good site practices, such as erecting noise barrier as close as possible to the noise source, replace damaged semi-enclosure/noise barrier and provide regularly maintenance for PMEs.	Noise	Closed
		7 March 2023	Follow up complaint from the same complainant was received and he/she informed that the construction noise nuisance at 09:50pm.	- The cause of the noise nuisance may cause by the operation of Derrick Barge and the Conveyors. - No limit level exceedance was recorded for additional noise monitoring and the weekly construction noise monitoring. - In addition, the Contractor shall review the construction schedule, priorities the work sequence and maintain good site practices, such as erecting noise barrier as close as possible to the noise source, replace damaged semi-enclosure/noise barrier and provide regularly maintenance for PMEs.	Noise	Closed

Appendix L – Summary of environmental complaint, warning, summon and notification of successful prosecution

Log Ref.	Location	Received Date	Details of Complaint/warning/ summon and prosecution	Investigation/Mitigation Action	Nature	Status
#W01	Launching Shaft and Barging Point	13 March 2023	A complaint regarding to the silt/dirt being swept into the sea from the operation of barge under Trunk Road T2.	- There is no direct evidence that the Silt/ Dirt being swept into the sea from the barge of T2. - The following recommendations are made to further enhance the mitigation measures: - Provide regular training to site personnel on proper waste management and appropriate handling procedures. - Provide sufficient waste disposal points and regular collection for disposal. - Closely monitor the barge operation. - The Contractor has implemented the above environmental mitigation measures (As mentioned in Section 2.6) on site to ensure that no silt and household waste being swept into any water body.	Water	Closed
#N12	Launching Shaft Area, Barging Point, Cheung Yip Street	17 November 2023	A verbal complaint regarding the noise nuisance, generated from the construction works near Cheung Yip Street after 21:00.	- The cleaning work using the water jetting unit may be the cause of noise nuisance. - No limit level exceedance was recorded for additional noise monitoring and the weekly construction noise monitoring. - In addition, the Contractor shall review the construction schedule, priorities the work sequence and maintain good site practices, such as erecting noise barrier as close as possible to the noise source, replace damaged semi-enclosure/noise barrier and provide regularly maintenance for PMEs.	Noise	Closed

Appendix L – Summary of environmental complaint, warning, summon and notification of successful prosecution

Log Ref.	Location	Received Date	Details of Complaint/warning/ summon and prosecution	Investigation/Mitigation Action	Nature	Status
#W02	Launching Shaft Area	22 November 2023	A complaint regarding to the number of fish die-off at the Kwun Tong Typhoon Shelter.	- There is no direct evidence that the dead fish floating near the Kwun Tong Pier were caused by the construction activities. - The following recommendations are made to contractor to further enhance the mitigation measures: 1. Conduct regular maintenance for wastewater treatment facilities to maintain the quality of effluent. 2. Conduct regular water quality monitoring 3. Carry out regular visual inspection to the Kai Tak Approach Channel (near the outfall of discharge point) to prevent illegal discharge of untreated water.	Water	Closed
#N13	Portion Q1	23 April 2024	A verbal complaint regarding the noise nuisance, generated from the construction works nearby the Wai Lok Street building at 10:20 pm, was received by EPD	- The complaint is considered as project-related. - Despite the lifting operation being carried out at the site during the night, the contractor was in possession of a valid construction noise permit (GW-RE0328-24). All construction activities were performed in accordance with legal regulations, and no violations of the law were found. - In addition, the Contractor shall review the construction schedule, priorities the work sequence and maintain good site practices, such as erecting noise barrier as close as possible to the noise source, replace damaged semi enclosure/noise barrier and provide regularly maintenance for PMEs. - As the complaint was considered as project related, the contractor had implemented the relevant	Noise	Closed

Appendix L – Summary of environmental complaint, warning, summon and notification of successful prosecution

Log Ref.	Location	Received Date	Details of Complaint/warning/ summon and prosecution	Investigation/Mitigation Action	Nature	Status
				mitigation measures to minimize the noise impact including: 1. Conduct regular noise monitoring. 2. Conduct regular maintenance for all Powered Mechanical Equipment to minimize the noise generated from engines. - Displayed the CNP at the gates of Portion Q.		
#W03	Launching Shaft Area	23 July 2024	A complaint regarding wastewater discharge at an outlet near Children's Hospital	- There is no direct evidence that the discharged yellowish wastewater was caused by the construction activities. - The following recommendations are made to contractor to further enhance the mitigation measures: 1. Conduct regular maintenance for wastewater treatment facilities to maintain the quality of effluent. 2. Conduct regular water quality monitoring. 3. Carry out regular visual inspection to the Kai Tak Approach Channel (near the outfall of discharge point) to prevent illegal discharge of untreated water.	Water	Closed
#A02	Launching Shaft Area	5 September 2024	A complaint regarding dust nuisance, suspected to be caused by the construction works at the Launching Shaft area	- The dust emission was related to the bentonite refilling activities. - The following recommendations are made to contractor to further enhance the mitigation measures: 1. Conduct regular maintenance for several plants which used for refilling work. 2. Reduce the maximum capacity of silo to 85% of total volume to prevent recurrence.	Air	Closed

Appendix L – Summary of environmental complaint, warning, summon and notification of successful prosecution

Log Ref.	Location	Received Date	Details of Complaint/warning/ summon and prosecution	Investigation/Mitigation Action	Nature	Status
#W04	Launching Shaft Area	24 September 2024	A complaint regarding untreated water discharged into an unknown underground pipe inside the site via a blue plastic hose, muddy water also appeared at seafront of T2 site	- There is no direct evidence that the muddy water at seafront of T2 site was caused by the construction activities. - The following recommendations are made to contractor to further enhance the mitigation measures: 1. To avoid misleading, a water pump was directly connected from Cut & Cover Shaft to the designated sump pit. 2. Conduct regular maintenance for wastewater treatment facilities to maintain the quality of effluent. 3. Conduct regular water quality monitoring. 4. Carry out regular visual inspection to the Kai Tak Approach Channel (near the outfall of discharge point) to prevent illegal discharge of untreated water	Water	Closed
#L02	Portion Q1	9 May 2025	A complaint regarding light nuisance and dark smoke from barges berthed near Laguna City	- There was no direct evidence that any dark smoke was emitted while the barge is operating. - The following recommendations are made to contractor to further enhance the mitigation measures: 1. Conduct regular monitoring for smoke emission. 2. Turn off unnecessary lighting and adjust the angle of lighting to reduce light nuisance to public. 3. Use Low Sulfur Diesel for the barge 4. Conduct regular toolbox training 5. Conduct regular maintenance for all Powered Mechanical Equipment to prevent dark smoke emission.	Light & Air	Closed

Appendix L – Summary of environmental complaint, warning, summon and notification of successful prosecution

Log Ref.	Location	Received Date	Details of Complaint/warning/ summon and prosecution	Investigation/Mitigation Action	Nature	Status
#W05	Lam Chak Street	10 June 2025	An anonymous complaint regarding muddy water flew out and hygiene problem caused by dump truck in/out at Lam Chak Street.	- There is no direct evidence that the suspected muddy water was discharged from T2 construction site at Lam Chak Street. - The following recommendations are made to contractor to further enhance the mitigation measures: 1. Wash out the yellowish water ponded next to site entrance; 2. Follow up the yellowish water leakage from the site boundary; 3. Conduct regular maintenance for wastewater treatment facilities to maintain the quality of effluent; 4. Conduct regular water quality monitoring.	Water	Closed
#W06	Launching Shaft Area	31 July 2025	A complaint regarding muddy water discharged into the “Kai Tak River” through an outfall near Children’s Hospital.	- There is no direct evidence that the suspected muddy water was discharged from T2 construction site. - The following recommendations are made to contractor to further enhance the mitigation measures: 1. Wheel washing bay would keep cleaning regularly to maintain the wheel washing performance; 2. Wastewater from STP & LSCC would be collected and pumped to WetSep of STP; 3. The walkway and stockpile would keep covering after ducting work every day; 4. Conduct regular maintenance for wastewater treatment facilities to maintain the quality of effluent; 5. Conduct regular water quality monitoring.	Water	Closed

Appendix L – Summary of environmental complaint, warning, summon and notification of successful prosecution

Log Ref.	Location	Received Date	Details of Complaint/warning/ summon and prosecution	Investigation/Mitigation Action	Nature	Status
#A03	The barging point	14 August 2025	A complaint regarding dust nuisance caused by the construction works (i.e. sand transportation) at the barging point and mosquito breeding issue	- The suspected dust nuisance was related to the construction works (i.e. sand transportation). - The following mitigation measures are adopted by the Contractor: 1. Closely monitor the hygienic condition to prevent breeding of mosquitoes; 2. Conduct inspection to identify breeding / potential breeding places and eliminate such places as far as possible; 3. Remove stagnant water and spray larvicides regularly; 4. Keep watering while carrying out dusty work (e.g. rock breaking); 5. Cover the gaps of the conveyor belt; 6. Install sprinkler inside the conveyor belt. - The following mitigation measures are also recommended to the Contractor: 1. To provide water spraying performing loading and unloading activities of dusty materials; 2. To cover any unused dusty materials with tarpaulin sheets to reduce dust emission; 3. Dust enclosures with watering would be provided along the loading ramps and conveyor belts for unloading the C&D materials to the barge for dust suppression; 4. Loading, unloading, transfer, handling or storage of bulk cement or dry PFA should be carried out in a totally enclosed system or facility, and any vent	Air	Closed

Appendix L – Summary of environmental complaint, warning, summon and notification of successful prosecution

Log Ref.	Location	Received Date	Details of Complaint/warning/ summon and prosecution	Investigation/Mitigation Action	Nature	Status
				or exhaust should be fitted with an effective fabric filter or equivalent air pollution control system.		

Appendix L – Summary of environmental complaint, warning, summon and notification of successful prosecution

Log Ref.	Location	Received Date	Details of Complaint/warning/ summon and prosecution	Investigation/Mitigation Action	Nature	Status
W07	The Launching Shaft	09 September 2025	A complaint regarding water pollution at Kai Tak Channel, light and noise nuisance at PWCL	- There was no direct evidence indicating that the water pollution was related to T2 construction site. - The suspected noise & light nuisance was related to the construction site. - The following mitigation measures are adopted by the Contractor: 1. Conduct regular maintenance for wastewater treatment facilities to maintain the quality of effluent; 2. Tuned down the angle of lights, to avoid glaring directly to residential buildings opposite Kai Tak Channel; 3. Install noise barriers and noise enclosure for the high-noise equipment; 4. Use of quieter model of e-loader for loading & unloading of C&D material. - The following mitigation measures are also recommended to the Contractor: 1. Wastewater from STP & LSCC would be collected and pumped to WetSep of STP; 2. Conduct regular maintenance for wastewater treatment facilities to maintain the quality of effluent; 3. Keep reviewing the lighting angle, to avoid direct spot lighting to resident buildings.	Water, Noise & Light	Closed

Appendix L – Summary of environmental complaint, warning, summon and notification of successful prosecution

Log Ref.	Location	Received Date	Details of Complaint/warning/ summon and prosecution	Investigation/Mitigation Action	Nature	Status
L03	Adjacent to Public Works Central Laboratory	27 September 2025, referred to ETL on 02 October 2025	A complaint regarding light nuisance suspected to be caused by the lighting system adjacent to Public Works Central Laboratory	- The suspected light nuisance was related to the construction activities. - The following recommendations are made to contractor to further enhance the mitigation measures: 1. Keep reviewing the lighting angle, to avoid direct spot lighting to resident buildings; 2. Switch off the lighting system which is unnecessary.	Light	Closed
N16	Launching Shaft	17 January 2026	A complaint regarding noise nuisance caused by the construction works at Launching Shaft Area on 17 January 2026. The complainant stated that noise nuisance was generated from an excavator in the morning around 09:00.	- The noise complaint is considered as project-related. - No Limit Level exceedance of daytime construction noise was recorded in the regular nor additional noise monitoring. - The following mitigation measures are adopted by the Contractor: 1. Conduct regular noise monitoring; 2. Conduct regular maintenance for all Powered Mechanical Equipment to minimize the noise generated from engines; 3. Wrapped up the breaker tip of the breaker with noise barrier. - The following mitigation measures are also recommended to the Contractor: 1. Apply moveable noise barriers for the operating PMEs at open area.	Noise	Closed

Appendix L – Summary of environmental complaint, warning, summon and notification of successful prosecution

Log Ref.	Location	Received Date	Details of Complaint/warning/ summon and prosecution	Investigation/Mitigation Action	Nature	Status
N17	Launching Shaft Slurry Treatment Plant Area	16 May 2026	A complaint regarding noise and dust nuisance caused by the construction works at Launching Shaft Slurry Treatment Plant Area on 16 May 2026. The complainant stated that there were no mitigation measures implemented for noise and dust control	- The complaint is considered as project-related. - No Limit Level exceedance of daytime construction noise was recorded in the regular nor additional noise monitoring. - No Action nor Limit Level exceedance of 1hr TSP was recorded in the additional air quality monitoring. - The following mitigation measures are adopted by the Contractor: 1. All breaker tips were wrapped with noise barriers; 2. Quieter construction method was adopted (use of hydraulic crusher for demolition); 3. Continuous water spraying was applied during the breaking works; 4. Conduct regular / additional noise monitoring; 5. Conduct regular maintenance for all Powered Mechanical Equipment to minimize the noise generated from engines. - The following mitigation measures are also recommended to the Contractor: 1. Apply adequate noise barriers for the operating PMEs at open area; 2. Provide water spraying for loading & unloading activities of dusty materials; 3. Cover any unused dusty materials with tarpaulin sheets to reduce dust emission.	Noise & Air	Closed