

## Environmental Complaints Log

Complaint Ref. No.	Date of Complaint Received	Received from	Received by	Aspect of Complaint	Date of Investigation	Investigation Summary & Conclusion	Date of Reply
C001_20221220	21 Dec 2022	Veolia (Contractor)	ET	Air Quality (Construction Dust)	5, 12 & 19 Dec 2022	It was noted from Veolia's email to the ET on 20 December 2022 that Veolia received complaint lodged regarding presenting much dusty materials at roundabout at Wo Keng Shan Road & dusty flying problem at Kowloon-bound traffic at Lung Shan Tunnel. No dusty materials and wastes were transported out from the NENTX site during the complaint period. During the regular weekly site inspection on 5, 12 & 19 December 2022, it was observed that the wheel washing facilities with high-pressure water jets have been provided at all site exits of NENTX and cleaned all vehicles before allowing them to leave the construction site to ensure that no mud or debris would be brought to the public area. All site vehicles of NENTX are also required to go through the auto wheel washing facility, which is managed by the operator of the NENT landfill, before entering the public area. The road section between the washing facilities and the exit point was paved with concrete, or bituminous materials were implemented in all site entrances. No mud generated from vehicles under the NENTX project after exiting the site entrance was observed. In conclusion, there is no direct evidence showing that the complaint is likely related to the NENTX project.	5 Jan 2023
C002_20230614	14 June 2023	EPD-RNG	ET	Water Quality	TBC	It was noted from EPD-RNG's email to the ET on 14 June 2023 that EPD received complaint lodged regarding the muddy water was observed at Lin MA Hang International Bridge. Investigation results and conclusion will be presented when the investigation finished.	TBC

Remarks:

1. "ET" equal to "Environmental Team"
2. "EPD-RNG" equal to "Environmental Protection Department-Regional Office (North)"

## Environmental Enquiries Log

Enquiry Ref. No.	Date of Enquiry Received	Received from	Received by	Aspect of Complaint	Date of Investigation	Investigation Summary & Conclusion	Date of Reply
E001_20230615	15 Jun 2023	EPD-RNG	ET	Water Quality	TBC	It was noted from EPD-RNG's email to the ET on 15 June 2023 that EPD received information regarding the muddy water was observed at River Ganges (GR3) (Water Quality Monitoring Location from EPD). Investigation results and conclusion will be presented when the investigation finished.	TBC

Remarks:

1. "ET" equal to "Environmental Team"
2. "EPD-RNG" equal to "Environmental Protection Department-Regional Office (North)"

## Cumulative Statistics on Complaints

Aspects	Cumulative No. Brought Forward	No. of Complaints This Month	Cumulative Project-to-Date
Air Quality	1	0	1
Noise	0	0	0
Water Quality	0	1	1
Waste Management	0	0	0
Total	1	1	2