

Complaint Management Plan
for Tung Chung New Town Extension (West)
(EP No. EP-519/2016)

August 2021

Environmental Permit No. EP- 519/2016

Tung Chung New Town Extension (West)

Environmental Team Leader Certification

Reference Document /Plan

Document to be Certified:	Complaint Management Plan
Date of Document:	August 2021
Date received by ETL:	30 August 2021

Reference EP Condition

Environmental Permit Condition:	2.1
The Permit Holder shall, no later than one month before the commencement of construction of the Project, formulate and deposit a detailed Complaint Management Plan (The Plan) with the Director. The Plan shall include a dedicated complaint hotline and an email channel for timely response to complainants.	

ETL Certification

I hereby certify that the above reference document complies with the above referenced condition of EP-519/2016.



Daniel Sum
Environmental Team Leader

Date: 30 August 2021

Your Ref.

By Post

Our Ref. 198377-0376

Date 1 September 2021

Sustainable Lantau Office
Civil Engineering and Development Department
13/F, North Point Government Offices
333 Java Road, North Point
Hong Kong

For the attention of Mr. Leo CHAN / Ms. Carol LAM

Dear Sir / Madam,

Agreement No. CE 59/2017 (EP)
Independent Environmental Checker for Tung Chung New Town Extension – Investigation Complaint Management Plan (EP condition 2.1)

We refer to the Complaint Management Plan for Tung Chung New Town Extension (West) (TCW) dated August 2021 and certified by the Environmental Team Leader of TCW on 30 August 2021. Please note we have no adverse comments on the captioned submission. The captioned submission is hereby verified in accordance with the requirement stipulated in Condition 2.1 of EP-519/2016.

Should you have any query, please feel free to contact the undersigned at 2608 7314 (chuawo@binnies.com) or our Edward Lau at 6848 5737 (iec.tcnte@gmail.com or lauky@binnies.com).

Yours faithfully,
for and on behalf of
BINNIES HONG KONG LIMITED



MANUEL CHUA
INDEPENDENT ENVIRONMENTAL CHECKER

cc: ET Leader / TCW – Mott (Attn: Mr. Daniel SUM) [by Email: daniel.sum@mottmac.com]
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Consulting Engineers
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1. Project Description

The development of Tung Chung New Town Extension (TCNTE), comprising Tung Chung East (TCE) and Tung Chung West (TCW), is a mega-scale and complex project aiming to provide land to meet the future housing economic and social development needs of Hong Kong. Due to the fact that the proposed works are geographically separated, the implementation of mega-scale Project is divided into two packages, namely TCE and TCW respectively. In accordance with the tight delivery programme, the Project will be implemented in phases under separate contracts for the developments of TCE and TCW. This Plan only covers the works in TCW. Complaint Management Plan (CMP) for TCE can be found at dedicated project website: <http://env.tcnte.hk/ep-submissions.html>.

2. Scope of Works for Tung Chung New Town Extension

The Tung Chung New Town Extension project (the Project) comprises the following elements:

- (i) reclamation of the seabed by a non-dredged method at TCE to form a total of about 130 hectares of land;
- (ii) construction of about 4.9 kilometers of seawalls, with an eco-shoreline, three drainage box culvert outfalls, three circulation drains and a seawater intake at TCE;
- (iii) provision of infrastructure for Tung Chung Area 58, including construction of a single two-lane road with a footpath and the associated utility works;
- (iv) site formation works at TCW;
- (v) construction of the River Park including a visitor centre at TCW;
- (vi) construction of proposed open space;
- (vii) construction of sustainable urban drainage systems at TCW;
- (viii) construction of roads, footpaths, cycle tracks and the associated junction / road improvement works;
- (ix) engineering infrastructure works covering drainage, sewerage, waterworks (including a fresh water service reservoir, a salt water service reservoir and a salt water pumping station), common utility tunnels and landscaping works; and
- (x) implementation of environmental mitigation measures and environmental monitoring and audit programme for the works.

3. Implementation Programme

The Contract No NL/2020/05 – Tung Chung New Town Extension – Site Formation and Infrastructure Works at Ma Wan Chung (i.e. Contract 5) at TCW has been awarded in May 2021 and is scheduled for completion in 2025. The main contractor for Contract No. NL/2020/05 is Build King – Richwell Civil Joint Venture (BKRCJV).

The Contract No NL/2020/06 – Tung Chung New Town Extension – Site Formation and Infrastructure Works at Tung Chung Valley, Phase 1 (i.e. Contract 6) at TCW has been awarded in May 2021 and is scheduled for completion in 2025. The main contractor for Contract No. NL/2020/06 is China Railway Group Limited (CREC).

The detailed design for the first phase of site formation and infrastructure works at TCE and TCW (First Phase development) has been completed, while the detailed design for the remaining phase of site formation and infrastructures works is in progress.

4. Submission under EP

In view that only the site formation and infrastructure works at Ma Wan Chung (i.e. Contract 5) and Tung Chung Valley, Phase 1 (Contract 6) at TCW have commenced, this submission is prepared based on the latest information of Contract 5 and Contract 6. The submission shall be updated before commencement of construction of the respective contracts for the site formation and infrastructure works at TCW according to the relevant requirements contained in the EM&A Manual, EIA Report and EP.

The Complaint Management Plan for Contract 5 are provided in **Attachment I** below.

The Complaint Management Plan for Contract 6 are provided in **Attachment II** below.

5. Receiving the Complaint

A complaint hotline and email channel has been established to receive public comments regarding construction works at TCW.

Hotline Number: 9326 1161

Email Address: general.enquiry@tcw.c5c6.hk

Attachment I

Complaint Management Plan for

Contract No. NL/2020/05

Tung Chung New Town Extension –

Site Formation and Infrastructure Works at Ma Wan Chung



Build King – Richwell Civil Joint Venture

Complaint Management Plan

For

Contract No. NL/2020/05

Tung Chung New Town Extension –
Site Formation and Infrastructure Works
at Ma Wan Chung

Rev. 03

Prepared by:

A handwritten signature in blue ink, appearing to read 'Chan'.

Calvin Chan
Environmental Officer

Approved by:

A handwritten signature in black ink, appearing to read 'Hon'.

Ricky Hon
Site Agent

Date: 28th July 2021

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1. INTRODUCTION

1.1. Background

This Complaint Management Plan (CMP) details complaint management process to be deployed by **Build King – Richwell Civil Joint Venture (BKRCJV)** during the construction of the Contract No. NL/2020/05 Tung Chung New Town Extension – Site Formation and Infrastructure Works at Ma Wan Chung.

The Environmental Impact Assessment (EIA) Report (Register No.: AEIAR-196/2016) prepared for the “Tung Chung New Town Extension” (the project) has been approved by the Director of Environmental Protection, and an Environmental Permit (Permit No.: EP- 519/2016) has been issued for the project under the Environmental Impact Assessment Ordinance. Pursuant to Condition 2.1 of the Environmental Permit (EP), BKRCJV is required to formulate and deposit a detailed CMP which include a dedicated complaint hotline and an email channel for timely response to complaints. The requirement related to complaints handling involves providing the means to ensure timely investigation and response to environmental complaints.

1.2. Scope of Works

The works mainly comprise:

- (i) Site clearance (including, but not limited to, the demolition of the existing building structures);
- (ii) Site formation works for Area 23 with associated geotechnical works;
- (iii) Widening of Tung Chung Road North with associated geotechnical works;
- (iv) Construction of carpark at Ma Wan Chung, and associated road works and geotechnical works;
- (v) Carry out road improvement works and drainage works at Chung Yan Road;
- (vi) Construction of open space at Tung Chung Area 29A and the coastal pedestrian access;
- (vii) Renovation works of existing site offices and promenade improvement works;
- (viii) Yard Waste Disposal and Treatment;
- (ix) Ground investigation, geotechnical and building instrumentation monitoring works;
- (x) Associated civil, geotechnical, structural, building services systems, electrical and mechanical engineering and landscaping works; and
- (xi) Implementation of environmental mitigation measures, environmental monitoring and audit programme for the works mentioned above.

1.3. Purpose of the CMP

As specified in Condition 2.1 of the EP:

“The Permit Holder shall also, no later than one month before the commencement of construction of the Project, formulate and deposit a detailed Complaint Management Plan (The Plan) with the Director. The Plan shall include a dedicated complaint hotline and an email channel for timely response to complaints.”

This CMP sets out the complaint management process for the project.

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1.4. Contractual Obligations

The key parties involved in the CMP and their overall roles and responsibilities are presented in Table 1.1.

Table 1.1 Key Parties Involved in the CMP

Party	Roles and Responsibilities
CEDD / Project Manager (PM)	The CEDD, as the project proponent, bears the overall responsibility for the project, and has to assure that the CMP is issued and followed by all the relevant parties of the project.
Environmental Team (ET)	The ET is responsible for consulting and reviewing the proposed remedial measures, carrying out additional monitoring and audit, and recording the findings as part of the EM&A process.
Independent Environmental Checker (IEC)	The IEC is responsible for auditing the complaints handling, investigation, reporting process and the effectiveness of mitigation measures implemented by the Contractor.
The Contractors	The Contractor is responsible for setting up and managing the dedicated complaint hotline and email channel. The Contractors have the primary responsibility for implementing the required mitigation measures and ensuring their works comply with all environmental legislation and the EP requirements as well as any additional conditions specified in their works contracts. The Contractors are responsible for providing all necessary input / information to the ET as part of the complaint investigation process. The Contractors are also required to implement all mitigation measures, corrective actions or any additional measures required to address environmental complaints.

2. THE COMPLAINT MANAGEMENT PROCESS

As part of the EM&A requirements of the project, the overall environmental complaint handling process is shown in Figure 2.1.

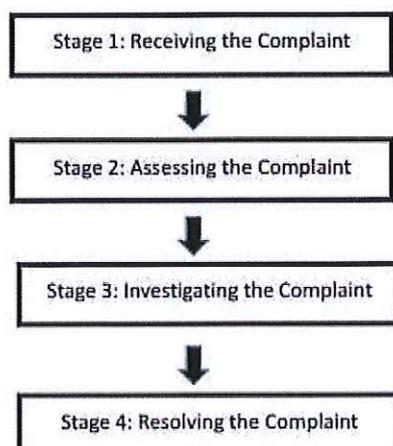


Figure 2.1 Overall Environmental Complaint Handling Process Flow Chart

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2.1. Overall Complaint Handling Process Flow Chart

Details of each of the stages in the handling process are described in the following sections. A detailed environmental complaint handling flow chart is shown in Appendix 1.

3. STAGE 1 – RECEIVING THE COMPLAINT

3.1 Dedicated Complaint Hotline for the Project

The public can raise environmental complaints that are related to the project via telephone. The Contractor established a dedicated complaint hotline for receiving any public comments. The dedicated hotline number is provided below. This dedicated complaint hotline is also publicised on the dedicated project website.

Dedicated Complaint Hotline Number: 9326 1161

The dedicated complaint hotline is managed by the Contractor. All calls will be received and recorded by the Contractor during operation hours. The operation hours of the hotline are from 08:30 to 17:30, Monday to Saturday except public holiday during the construction period of the Tung Chung New Town Extension – Site Formation and Infrastructure Works at Ma Wan Chung project. Any missed calls (such as when the line is busy or when the call is received outside the operating hours) will be directed to a voicemail system where callers can leave their contact details for the Contractor to return calls. The operation flow chart for the dedicated hotline is shown in Appendix 2.

3.2 Dedicated Email Channel for the Project

The Contractor had set up a dedicated email channel, managed by the Contractor, for receiving written environmental comments raised by the public. The dedicated email address is provided below.

Dedicated Email Address: general.enquiry@tcw.c5c6.hk

3.3 Environmental Complaint Received from EPD

Members of the public may choose to submit complaints on the project to EPD via EPD's general environmental complaint channel. All complaints referred to the ET from EPD will be recorded by the Contractor and a reply will be issued to EPD to confirm receipt of the complaint by ET.

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3.4 Environmental Complaint Received from Other Channels

Environmental complaints may also be received from other communication channels such as via the Community Liaison Group (CLG) and Professional Liaison Group (PLG), or referred from other sources. All written complaints received from such other channels will be passed directly to the Contractor. For any questions or comments received from CLG / PLG members during CLG / PLG meetings, these will be responded directly in the meetings or in subsequent CLG / PLG meetings. For any other non-written complaints, the complainant will be referred to the dedicated complaint hotline and / or email channel for registering their complaint.

3.5 Record-keeping

The Contractor maintains a record on all environmental complaints in the complaint log-book and register. A unique reference number shall be created to help track the complaint. The reference number shall be created according to the date (yyyy/mm/dd), "05" represents Contract NL/2020/05, and the complaint case number. An example of the complaint reference number is shown below:

Reference number for complaint received on 12 May 2021: 20210512/05/001

The Contractor keeps the log-book and register for ET and IEC verification. The complaint log-book and register includes but is not limited to the following:

- Details of the complaint received
- Details of the complainant (if known)
- Description of the complaint
- The relevant parties for referring the complaint; and
- Details of the responses and actions required/ taken

4. STAGE 2 – ASSESSING THE COMPLAINT

4.1 Screening and Referring the Complaint

Once a complaint is received, it must be logged, defined and categorised as soon as possible, before referring to the appropriate party. Table 4.1 lists the relevant parties for referring complaints and other enquiries and suggestions to.

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Table 4.1: Guideline for Referring Complaints and other Enquiries & Suggestions

Type		Description	Contractor to refer cases to
Environmental -related	Complaints	Complaint about environmental issues/ compliance of the construction works or site activities (e.g. dust pollution, construction plant emissions, construction noise, effluent discharge, suspended solid, oil and chemical spillage)	Relevant Contractor(s) and notify ET, IEC, PM and CEDD
	Enquiries and Suggestions	Enquiries / suggestions about environmental issues of the construction works or site activities	PM
Non-environmental-related		Complaints, enquiries and suggestions about the project itself that is not environmental-related	PM
Project unrelated		Complaint or enquiry not related to the project	PM

4.2 Acknowledging Receipt of the Environmental Complaint

Where a return postal address, fax number and / or email address of the complainant is provided, the Contractor shall issue an interim reply within 3 working days to acknowledge receipt and notify the complainant of the referral of their complaint to other relevant parties where appropriate.

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5. STAGE 3 – INVESTIGATING THE COMPLAINT

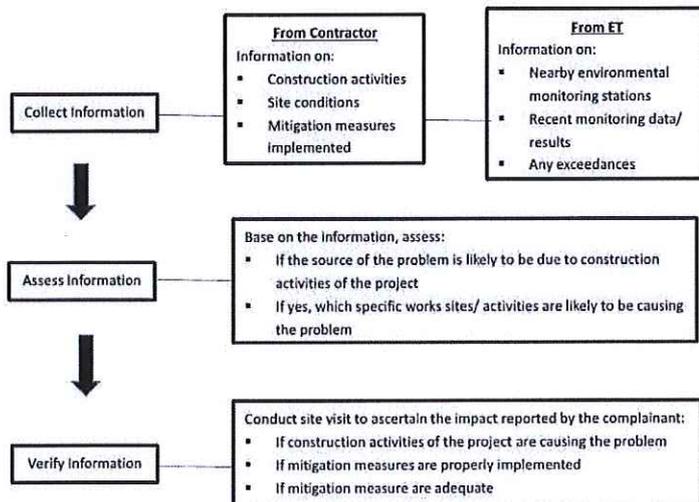
5.1 Conducting an Investigation

As illustrated in Figure 5.1, the starting point for complaint investigation is to collect all relevant information. Based on the details of the complaint received, the Contractor should collect the required information from the relevant parties, including details related to the construction activities and site conditions that may have a bearing on the complaint, as well as the mitigation measures currently implemented on site. During the complaint investigation work, the Contractor shall provide all necessary information for the completion of investigation report. The ET should also review the relevant environmental monitoring data of nearby monitoring stations to ascertain if there are any associated changes or environmental exceedances that may be linked to the complaint.

Based on the aforementioned information obtained, the ET shall assess whether the source of the problem is likely to be due to the construction activities of the project, and also ascertain which specific works sites and / or activities are the likely causes.

To verify the information obtained and whether the source of the problem is actually due to the construction activities of the project, the ET should conduct site visit with Contractor(s) and actively check for the source of the problem, and whether the relevant mitigation measures have been properly implemented by the Contractor. The ET should also check the effectiveness and adequacy of the existing mitigation measures implemented.

Figure 5.1: Investigation Stage Process flow Chart



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6. STAGE 4 – RESOLVING THE COMPLAINT

6.1 Deciding on the Appropriate Action (s)

Based on the findings of the complaint investigation described in Section 5, appropriate action(s), if any, should be recommended by the ET. The relevant action(s) would depend on the findings of the complaint investigation and might include the followings:

- Corrective actions on mitigation measures implemented by the Contractor(s)
- Recommendations for additional mitigation measures in consultation with the ET, IEC and PM
- Additional site visits and environmental monitoring to verify the updated situation and the effectiveness of the additional mitigation measures / corrective actions, if required

If mitigation measures are identified as required during in the investigation by the ET, the Contractor should promptly carry out the mitigation works. PM should ensure that the measures have been carried out by the Contractor.

6.2 Preparing the Environmental Complaint Investigation report

For every environmental complaint that is confirmed to be valid and due to the project's activities, the ET shall compile an environmental complaint investigation report containing all the relevant information and responses from the relevant parties and the follow up actions taken.

The key areas to be covered in the environmental complaint investigation report includes but not limited to the followings:

- Details of the complaint received such as received channel, date, time etc.;
- Details of the complainant such as name, contact number, email etc. (if known);
- Description of the complaint such as date, time, location, complaint circumstances etc.;
- Details of the information from the relevant Contractor(s) and the investigation findings;
- Details of the mitigation measures, additional monitoring and follow up actions where applicable; and
- Recommendations to prevent re-occurrence of similar complaint.

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If the complaint is referred from EPD, the Contractor to prepare interim report on the status of the complaint investigation and follow-up actions stipulated above, including the details of the remedial measures and additional monitoring identified or already taken, for submission to EPD. The final complaint investigation report shall be certified by the ET and verified by the IEC and send to CEDD for information before submission to EPD by the ET for EPD's record.

6.3 Independent/ External Review

Independent audit of the complaint investigation process and the report will be conducted by the IEC. The IEC will also audit and verify the effectiveness of the existing and additional mitigation measures implemented to minimize re-occurrence of similar complaints.

6.4 Closing the Case

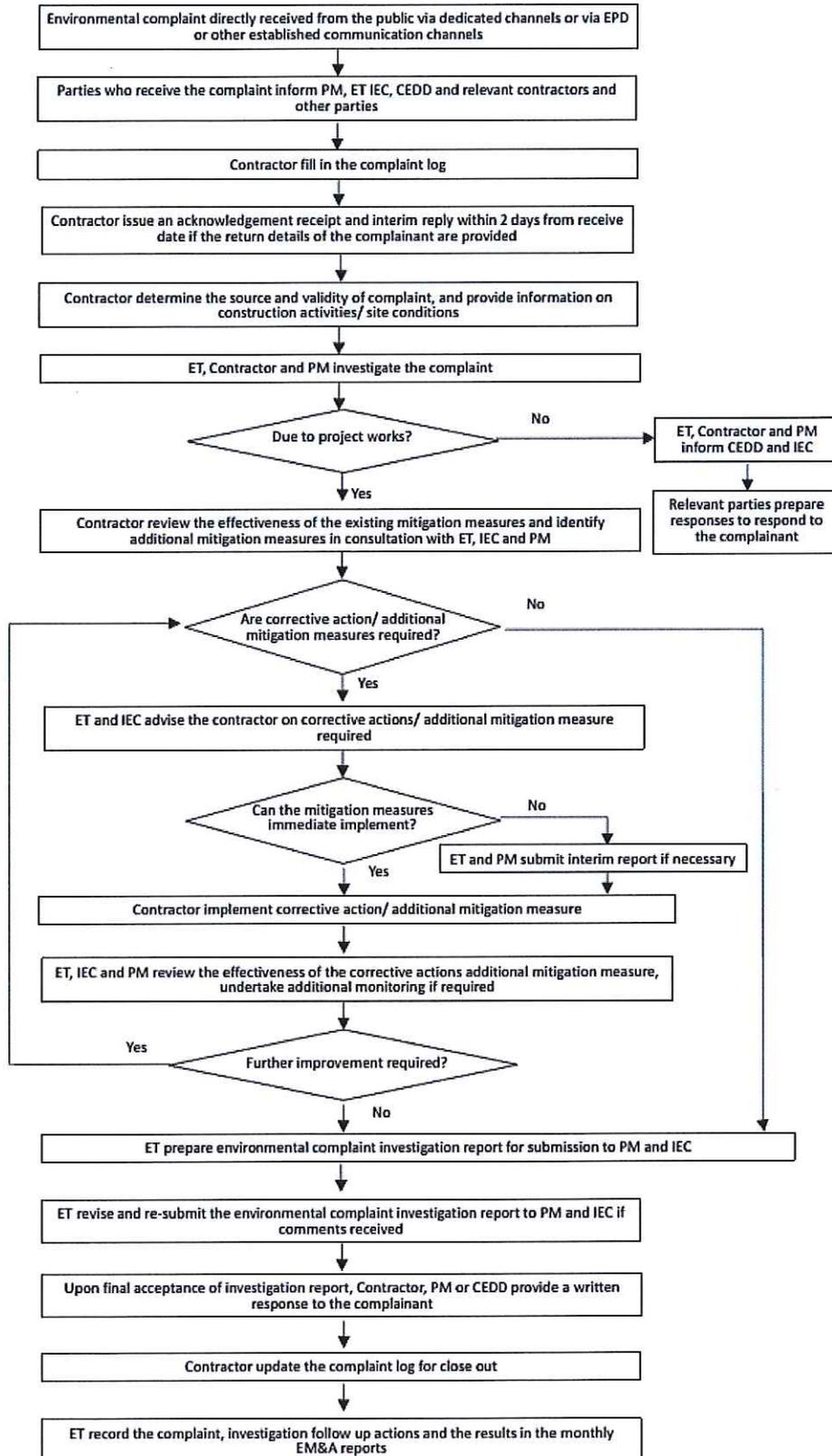
Upon final acceptance of the environmental complaint investigation report, the *PM* or CEDD shall provide a written response to the complainant (except in cases where the complaint is referred from EPD), and the ET shall update the record with details of the complaint investigation, follow up actions and other relevant information of the complaint in the complaint log-book. The time that would take to investigate a complaint depends on the circumstances involved and would be different for each individual case, still, a reply would be provided within 14 days from the receipt of the complaint and be provided with an update of the investigation, and would also be given the investigation results when available. For cases where the complaint is referred from EPD, the ET shall provide the final complaint investigation report (certified by the ETL and verified by the IEC) to EPD for their reply to the complainant.

The ET shall also summarizes the status of complaints received, including investigation findings and follow up actions taken, in the monthly EM&A reports, which are subject to review and verification by the IEC.

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APPENDIX 1

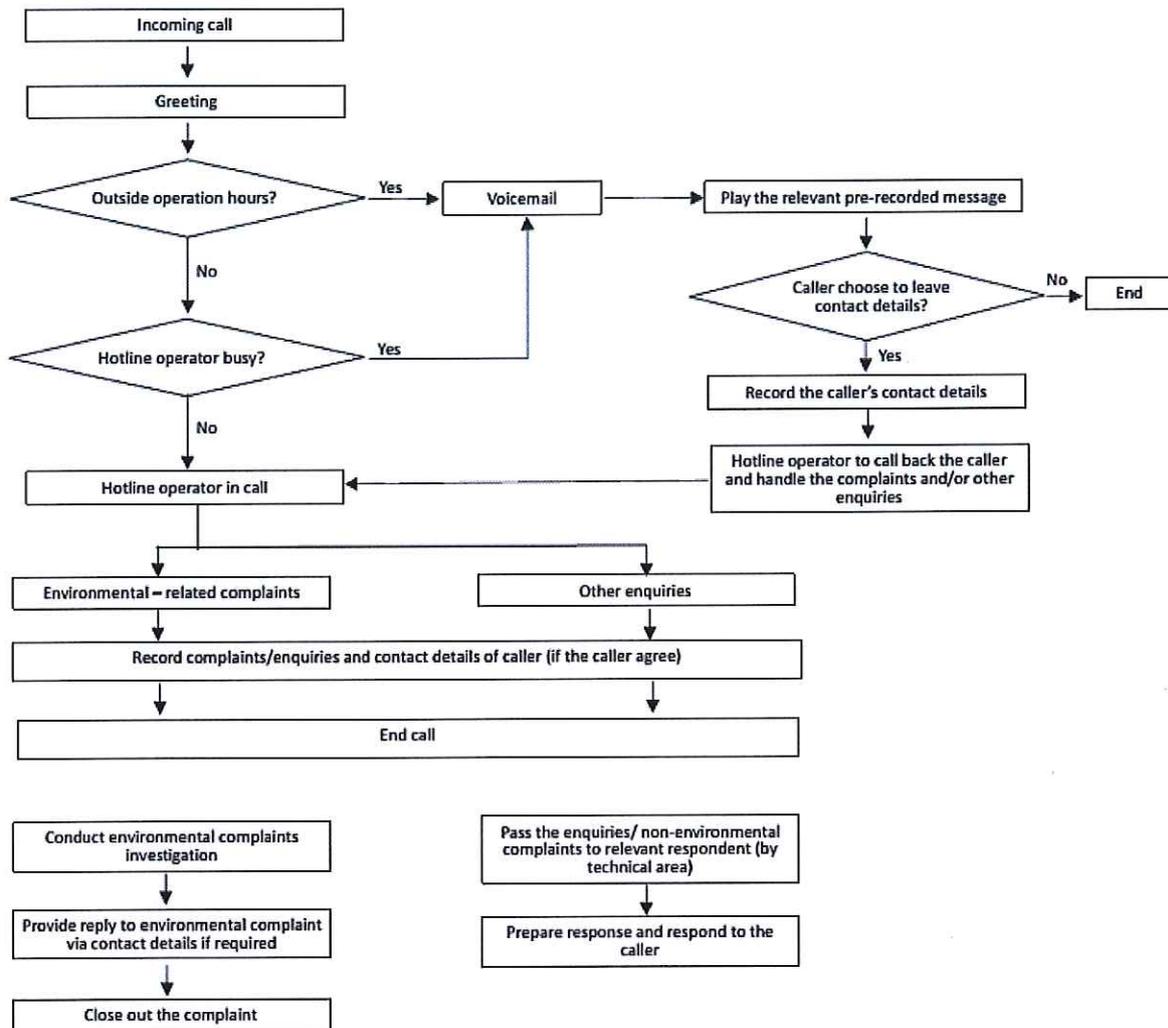
ENVIRONMENTAL COMPLAINT HANDLING FLOW CHART



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APPENDIX 2

Dedicated Complaint Hotline for the Project – Operation Flow Chart



Attachment II

Complaint Management Plan for

Contract No. NL/2020/06

Tung Chung New Town Extension –

**Site Formation and Infrastructure Works at Tung Chung Valley,
Phase 1**



Civil Engineering and Development Department
The Government of the Hong Kong Special Administrative Region

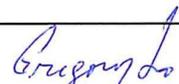
COMPLAINT MANAGEMENT PLAN

For

**Contract No. NL/2020/06 Tung Chung New Town Extension – Site
Formation and Infrastructure Works at Tung Chung Valley, Phase 1**

Document No. CREC/CMP/05

(Pursuant to the Environmental Permit - No. EP-519/2016)

A	26/07/21		
Rev	Date	Prepared By Environmental Officer	Approved By Project Manager

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COMPLAINT MANAGEMENT PLAN REV. A

1 INTRODUCTION

The purpose of this plan prepared by China Railway Engineering Group Limited (known as CREC) is to timely response to complaints if any in accordance with the Condition 2.1 of the Environmental Permit No. EP-519/2016 dated 09/08/2016.

The Complaint Management Plan (CMP) shall include a dedicated complaint hotline and an email channel for timely response to complaints.

1.1 SCOPE OF WORKS

The works to be executed under the Contract No. NL/2020/06 involve site formation and infrastructure works at Tung Chung Valley under Tung Chung New Town Extension, as described below:

- (a) Site clearance (including, but not limited to, the demolition of the existing building structures);
- (b) Site formation works for Area 42 and Area 46 with associated geotechnical works;
- (c) Improvement works for Chung Mun Road and Shek Mun Kap Road with associated infrastructural and geotechnical works;
- (d) Provision of infrastructural works at Yu Tung Road;
- (e) Construction of Road L29 and Road L30 with associated infrastructural and geotechnical works;
- (f) Provision of attenuation & treatment ponds;
- (g) Provision of a Common Utility Trough and box culvert along Road L29;
- (h) Provision of Pumping Stations;
- (i) Construction of a proposed River Park with Visitor Centre, footbridge across river and other associated facilities;
- (j) Provision of roadside Sustainable Urban Drainage System (SUDS) features;
- (k) River de-channelization works;
- (l) Construction of noise barriers;
- (m) Woodland Compensation;
- (n) Associated landscaping works;
- (o) Tree felling, transplanting and compensatory planting works;

COMPLAINT MANAGEMENT PLAN REV. A

- (p) Ground investigation, geotechnical and building instrumentation monitoring works; and
- (q) Other works which are shown on the Drawings or specified in the Specifications.

1.2 RESPONSIBILITY

Roles and responsibilities of parties involved in this Plan is shown in Table 1.1 below.

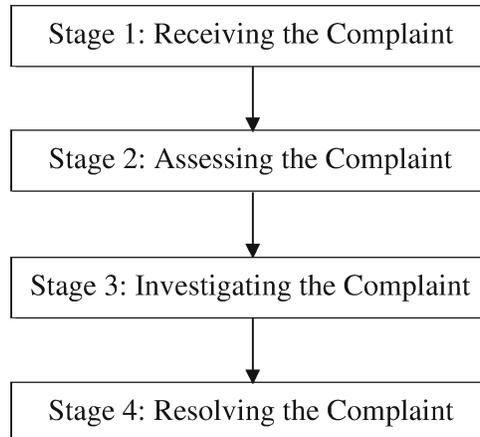
Table 1.1 Relevant Parties for Complaint Management

Relevant Party	Roles and Responsibilities
CEDD / <i>Project Manager</i> (PM) ARUP	The CEDD, as the project proponent, bears the overall responsibility for the project, and has to assure that the CMP is issued and followed by all the relevant parties of the project.
Environmental Team (ET)	The ET is responsible for consulting and reviewing the proposed remedial measures, carrying out additional monitoring and audit, and recording the findings as part of the EM&A process.
Independent Environmental Checker (IEC)	The IEC is responsible for auditing the complaints handling, investigation, reporting process and the effectiveness of mitigation measures implemented by the Contractor.
CREC	CREC is responsible for setting up and managing the dedicated complaint hotline and email channel. CREC have the primary responsibility for implementing the required mitigation measures and ensuring their works comply with all environmental legislation and the EP requirements as well as any additional conditions specified in the works contract. The CREC is responsible for providing all necessary input / information to the ET as part of the complaint investigation process. CREC is also required to implement all mitigation measures, corrective actions or any additional measures required to address relative environmental complaints.

COMPLAINT MANAGEMENT PLAN REV. A

2 COMPLAINT MANAGEMENT PROCESS

Following is the process for complaint handling.



2.1 STAGE 1- RECEIVING THE COMPLAINT

2.1.1 Complaint Hotline

CREC to establish a complaint hotline for receiving public comments as shown below which is also available on the project website.

Hotline Number: 9326 1161

All calls will be received and recorded by CREC during operation hours. The operative hours of the hotline are from 08:30 to 17:30, Monday to Saturday except public holiday during the construction period. Any missed calls due to the line is busy or the call is received outside the operating hours will be directed to a voicemail system where callers can leave their contact details for CREC to return calls. The operation flow chart for the hotline is shown in **Appendix B**.

2.1.2 Email

CREC to set up an email channel for receiving comments raised by the public. The email address is provided below.

Email Address: general.enquiry@tcw.c5c6.hk

2.1.3 Environmental Complaint Received from EPD

Members of the public may choose to submit complaints on the project to EPD via EPD's general environmental complaint channel. All complaints referred to the ET from EPD

COMPLAINT MANAGEMENT PLAN REV. A

will be recorded by CREC and a reply will be issued to EPD to confirm receipt of the complaint.

2.1.4 Environmental Complaint Received from Other Channels

Environmental complaints may also be received from other communication channels such as via the Community Liaison Group (CLG) and Professional Liaison Group (PLG), or referred from other sources. For any queries or comments received from CLG / PLG members during CLG / PLG meetings, will be responded in the meetings or in subsequent CLG / PLG meetings. For any other non-written complaints, the complainant will be referred to the dedicated complaint hotline and / or email channel for registering their complaint.

2.1.5 Record Keeping

CREC maintains a register and records on all environmental complaints. The register shall be provided to ET and IEC. A unique reference number shall be created to help track the complaint. The reference number shall be created according to the date (yyyy/mm/dd), “06” for the last two digits of this contract number and the complaint case number. An example of the complaint reference number is shown below:

Reference number for complaint received on 31 May 2021: 20210531/06/001

The register includes but is not limited to the following:

- Details of the complaint received;
- Details of the complainant (if known);
- Description of the complaint;
- The relevant parties for referring the complaint; and
- Details of the responses and actions required/ taken.

2.2 STAGE 2- ASSESSING THE COMPLAINT

2.2.1 Screening and Referring the Complaint

Once a complaint is received, it must be logged, defined and categorised as soon as possible, before referring to the appropriate party. Table 2.1 lists the relevant parties for referring the complaints and other enquiries or suggestions.

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Table 2.1 Guideline for Referring Complaints and other Enquiries or Suggestions

Type		Description	CREC to refer cases to
Environmental related	Complaints	Complaint about environmental issues/ compliance of the construction works or site activities (e.g. dust pollution, construction plant emissions, construction noise, effluent discharge, suspended solid, oil and chemical spillage)	CREC notify ET, IEC and PM
	Enquires and Suggestions	Enquiries / suggestions about environmental issues of the construction works or site activities	PM
Non-environmental related		Complaints, enquiries and suggestions about the project itself that is not environmental-related.	PM
Project unrelated		Complaint or enquiry not related to the project.	PM

2.2.2 Acknowledging Receipt of the Environmental Complaint

Where a return postal address, fax number and / or email address of the complainant is provided, CREC shall issue an interim reply within 3 working days to acknowledge receipt and notify the complainant of the referral of their complaint to other relevant parties where appropriate.

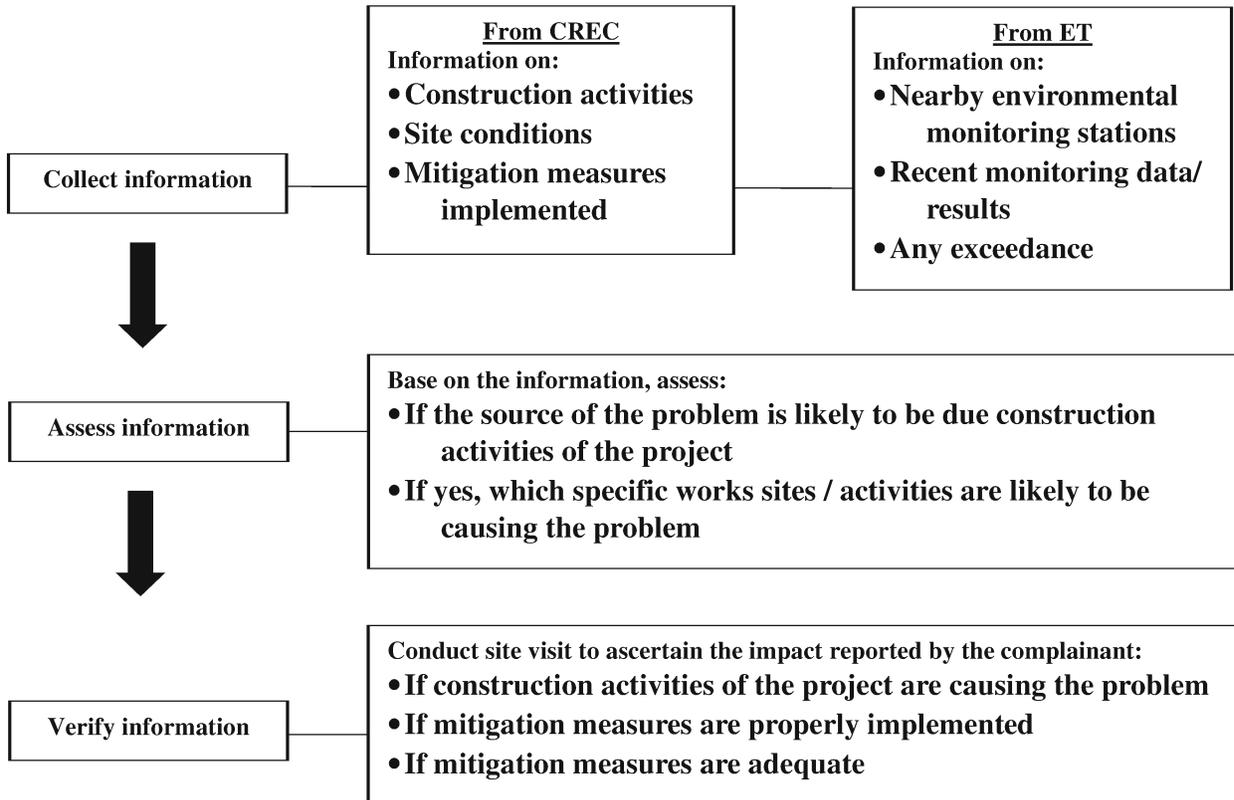
2.3 STAGE 3- INVESTIGATING THE COMPLAINT

As illustrated in Figure 5.1 below, the starting point for complaint investigation is to collect all relevant information. Based on the details of the complaint received, CREC should collect the required information from the relevant parties, including details related to the construction activities and site conditions that may have a bearing on the complaint, as well as the mitigation measures currently implemented on site. During the complaint investigation, CREC shall provide all necessary information for the completion of investigation report. The ET should also review the relevant environmental monitoring data of nearby monitoring stations to ascertain if there are any associated changes or environmental exceedances that may be linked to the complaint.

Based on the aforementioned information obtained, the ET shall assess whether the source of the problem is likely to be due to the construction activities of the project, and also ascertain which specific works sites and / or activities are the likely causes.

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Figure 2.1: Investigation Stage Process Flow Chart



2.4 STAGE 4- RESOLVING THE COMPLAINT

2.4.1 Deciding on the Appropriate Action(s)

Based on the findings of the complaint investigation described in Section 2.3, appropriate action(s), if any, should be recommended by the ET. The relevant action(s) would depend on the findings of the complaint investigation and might include the followings:

- Corrective actions on mitigation measures implemented by CREC;
- Recommendations for additional mitigation measures in consultation with the ET, IEC and PM; and
- Additional site visits and environmental monitoring to verify the updated situation and the effectiveness of the additional mitigation measures / corrective actions, if required.

If the mitigation measures are identified as required during in the investigation by the ET, CREC should promptly carry out the mitigations. PM should ensure that the measures have been carried out by CREC.

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2.4.2 Preparing the Complaint Investigation Report

For every environmental complaint that is confirmed to be valid and due to the project's activities, the ET shall compile an environmental complaint investigation report containing all the relevant information and responses from the relevant parties and the follow up actions taken.

The key areas to be covered in the environmental complaint investigation report includes but not limited to the followings:

- Description of the complaint such as received channel, date, time, location, complaint circumstances etc.;
- Details of the complainant such as name, contact number, email etc. (if known);
- Details of the information from the CREC and the investigation findings;
- Details of the mitigation measures, additional monitoring and follow up actions where applicable; and
- Recommendations to prevent re-occurrence of similar complaint.

If the complaint is referred from EPD, an interim report on the status of the complaint investigation and follow up actions shall be submitted to EPD by the CREC as per EM&A Manual. The final complaint investigation report shall be certified by the ET and verified by the IEC and send to CEDD for information before submission to EPD. The ET will record the details of the complaint, results of the investigation, subsequent actions taken to address the complaint and updated situation including the effectiveness of the remedial measures, supported by regular and additional monitoring results in the monthly EM&A reports.

3 INDEPENDENT/ EXTERNAL REVIEW

Independent audit of the complaint investigation process and the report will be conducted by the IEC. The IEC will also audit and verify the effectiveness of the existing and any additional mitigation measures implemented to minimize re-occurrence of similar complaints.

4 CLOSING THE CASE

Upon final acceptance of the environmental complaint investigation report, the PM/CEDD shall provide a written response to the complainant (except in cases where the complaint is referred from EPD), and update the record with details of the complaint investigation, follow up actions and other relevant information of the complaint in the complaint log-book. The time that would take to investigate a complaint depends on the circumstances involved and would be different for each individual case. However, the complainant would be contacted within 3 weeks from the receipt of the complaint and will be provided with an update of the investigation. The complainant would also be given the investigation results when available. For cases where the complaint is referred from EPD, the ET shall

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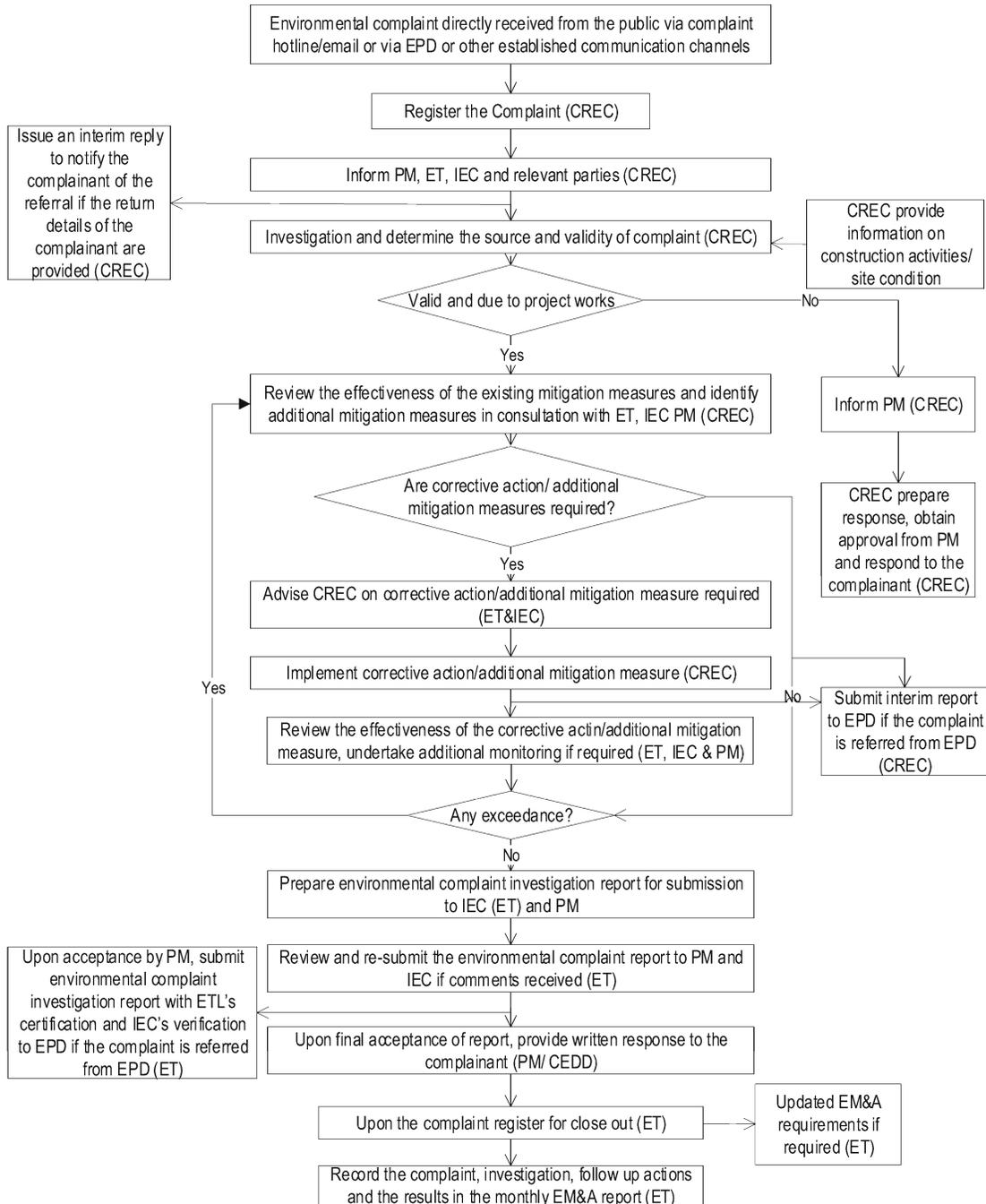
provide the final complaint investigation report (certified by the ET and verified by the IEC) to EPD for their reply to the complainant.

The ET shall also summarize the status of complaints received, including investigation findings and follow up actions taken, in the monthly EM&A reports, which are subject to review and verification by the IEC.

(END)

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Appendix A – Environmental Complaint Handling Flow Chart



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Appendix B – Complaint Hotline for the Project – Operation Flow Chart

