

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

July 2018



Tung Chung New Town Extension

Environmental Certification Sheet for Environmental Permit No. EP-519/2016

Reference Document/Plan

Document/Plan to be Certified:	Complaint Management Plan (Revision 2)
Date of Report:	20 July 2018

Reference EP Condition

Environmental Permit Condition: Condition 2.1

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.

ET Certification

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

Jovy Tam
Environmental Team Leader
ERM-Hong Kong, Limited

Date: 26 July 2018


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OUR REF 198377-0049

YOUR REF

DATE 26 July 2018

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. Eddie Lam / Mr. Colin Wong

Dear Sirs,

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 (Revision 2) dated 20 July 2018 and certified by the Environmental Team Leader on 26 July 2018. 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@bv.com) or our Ivan Ting at 9222 9490 (iec.tcnte@gmail.com)

Yours faithfully,
 for and on behalf of
 BLACK & VEATCH HONG KONG LIMITED

MANUEL CHUA
 Independent Environmental Checker

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Project Description

The development of the 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 the 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.

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 kilometres of seawalls, with an eco-shoreline, three drainage box culvert outfalls, three circulation drains and a seawater intake at TCE;
- (iii) construction of a 470-metre (m) long multi-cell drainage box culvert at TCE;
- (iv) provision of infrastructure for Tung Chung Area 58, including construction of a single two-lane road with a footpath of about 270 m in length and the associated utility works;
- (v) site formation works for about 10 hectares of land at TCW;
- (vi) construction of roads, footbridges, drainage, sewerage, waterworks, sewage and salt water pumping stations, fresh water and salt water service reservoirs, and flood protection measures;
- (vii) provision of new cycle tracks connecting to the existing cycle track network;
- (viii) provision of a river park adjacent to a portion of Tung Chung River and de-channelisation of a section of Tung Chung River at TCW;
- (ix) landscaping, reprovisioning and ancillary works; and

- (x) implementation of environmental mitigation measures and environmental monitoring and audit works.

Implementation Programme

The Contract No. NL/2017/03 – Tung Chung New Town Extension – Reclamation and Advance Works (i.e. Contract 1) at TCE has been awarded in December 2017 and is scheduled for completion in end 2023. The main contractor for Contract No. NL/2017/03 is Build King – Samsung C&T Joint Venture (BKSCTJV).

The site formation and infrastructure works at TCE and TCW are under detailed design and CEDD will seek funding from the Legislative Council in phases to tie in with population intakes. Subject to funding approvals by the Legislative Council Finance Committee, these remaining construction works at TCE and TCW are tentatively scheduled for commencement in phases from 2020.

Submissions under EP

In view that only the reclamation and advance works contract (i.e. Contract 1) at TCE has commenced and other works of the Project are still under detailed design, this submission is prepared based on the latest information of Contract 1. The submission shall be updated before respective contract commencement of construction of the site formation and infrastructure works at TCE and TCW according to the relevant requirements contained in the EM&A Manual, EIA Report and EP.

The details of Complaint Management Plan for Contract 1 are provided in **Section 1** below.

Section 1

Complaint Management Plan for Contract No. NL/2017/03 –
Tung Chung New Town Extension – Reclamation and Advance
Works (i.e. Contract 1)



Civil Engineering and Development Department
Contract No. NL/2017/03

**Tung Chung New Town Extension – Reclamation and
 Advance Works**

Complaint Management Plan
Revision 2

Complied By :	Authorized for issue :
Signature : 	Signature : 
Name: Calvin Sze Post : Environmental Manager Date : 20 Jul 2018	Name: Mr. Keith Tse Post : Site Agent Date : 20 Jul 2018

Contents

1. INTRODUCTION.....	10
1.1 Background.....	10
1.2 Scope of Works	10
1.3 Purposes of the CMP	10
1.4 Responsibilities.....	11
2. THE COMPLAINT MANAGEMENT PROCESS.....	11
2.1 Overall Complaint Handling Process Flow Chart.....	12
3. Stage 1 - Receiving the Complaint.....	12
3.1 Dedicated Complaint Hotline for the Project.....	12
3.2 Dedicated Email Channel for the Project.....	12
3.3 Environmental Complaint Received from EPD.....	12
3.4 Environmental Complaint Received from Other Channels	13
3.5 Record-keeping.....	13
4. Stage 2 – Assessing the Complaint.....	13
4.1 Screening and Referring the Complaint.....	13
4.2 Acknowledging Receipt of the Environmental Complaint	14
5. Stage 3 – Investigating the Complaint.....	14
5.1 Conducting an Investigation	14
6. Stage 4 – Resolving the Complaint	15
6.1 Deciding on the Appropriate Action (s).....	15
6.2 Preparing the Environmental Complaint Investigation report	16
6.3 Independent/ External Review.....	16
6.4 Closing the Case	16
<u>Appendices</u>	
Appendix A Environmental Complaint Handling Flow Chart.....	17
Appendix B Dedicated Complaint Hotline for the Project – Operation Flow Chart.....	19

List of registered holders

<u>Copy No.</u>	<u>Deliver To</u>	<u>Position</u>	<u>Company</u>
1.	Frankie Fan	<i>Project Manager's Delegate</i>	AECOM
2.	Ho Wing Tai	Project Manager	BKSCTJV
3.	Keith Tse	Site Agent	BKSCTJV
4.	Lee Wai Man	Construction Team Leader	BKSCTJV
5.	Calvin Sze	Environmental Officer	BKSCTJV
6.	TBC	Environmental Engineer	BKSCTJV
7.	Isaac Lau	Environmental Supervisor	BKSCTJV
8.	Lai Chi Wing	Superintendent / Safety Supervisor	BKSCTJV
9.	C K Suen	Safety Manager	BKSCTJV
10.	Vincent Hui	Safety Officer	BKSCTJV

Registered Holders of Subcontractors

<u>Copy No.</u>	<u>Deliver To</u>	<u>Position</u>	<u>Sub-Contractors</u>
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1. INTRODUCTION

1.1 Background

This plan will outline the Contractor Complaint Management Plan (CMP) proposed by the Contractor for the Civil Engineering and Development Department (CEDD) Contract (Contract No. NL/2017/03) - Tung Chung New Town Extension and Advance Works. The main contractor Build King – Samsung C&T Joint Venture (hereinafter mentioned as BKSCTJV) will ensure that BKSCTJV will fully comply with requirements stipulated in this CMP.

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), BKSCTJV 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

- a) Reclamation of the seabed by a non-dredged method at Tung Chung East (TCE) to form a total of about 130 hectares of land;
- b) Construction of about 4.9 kilometers of seawalls with eco-shoreline, three drainage box culvert outfalls, three circulation drains and a seawater intake;
- c) Construction of about a 470-metre long multi-cell drainage box culvert at TCE;
- d) Provision of infrastructure for Tung Chung Area 58, including construction of a single two-lane road with a footpath of about 270 meters in length and the associated utility works; and
- e) Associated environmental mitigation measures.

1.3 Purposes 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.

1.4 Responsibilities

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

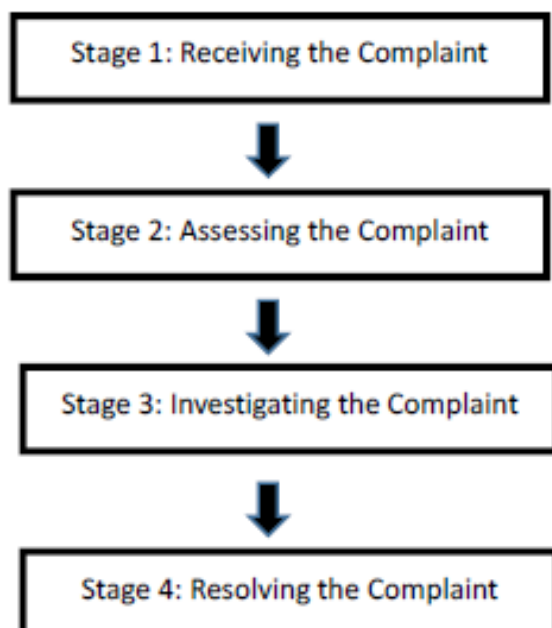
Table 1.1 Key Parties Involved in the CMP

Party	Roles and Responsibilities
CEDD / <i>Project Manager</i> (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



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 A.

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 Hotline Number: 9862 2910

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 Friday except public holiday during the construction period of the Tung Chung New Town Extension. 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 B.

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: nl201703.info@gmail.com

Fax Number: 3903 1599

Mailing Address: 6 Ying Tung Road, Tung Chung, New Territories.

Attn: Environmental Officer

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 *Project Manager* (PM) from EPD will be recorded by the Contractor and a reply will be issued to EPD to confirm receipt of the complaint.

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) and the complaint case number. An example of the complaint reference number is shown below:

Reference number for complaint received on 23 February 2018: 20180223/001

The Contractor keeps the log-book and register for ET and IEC verification as requested by the IEC. 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.

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 and PM
	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.

5. STAGE 3 – INVESTIGATING THE COMPLAINT

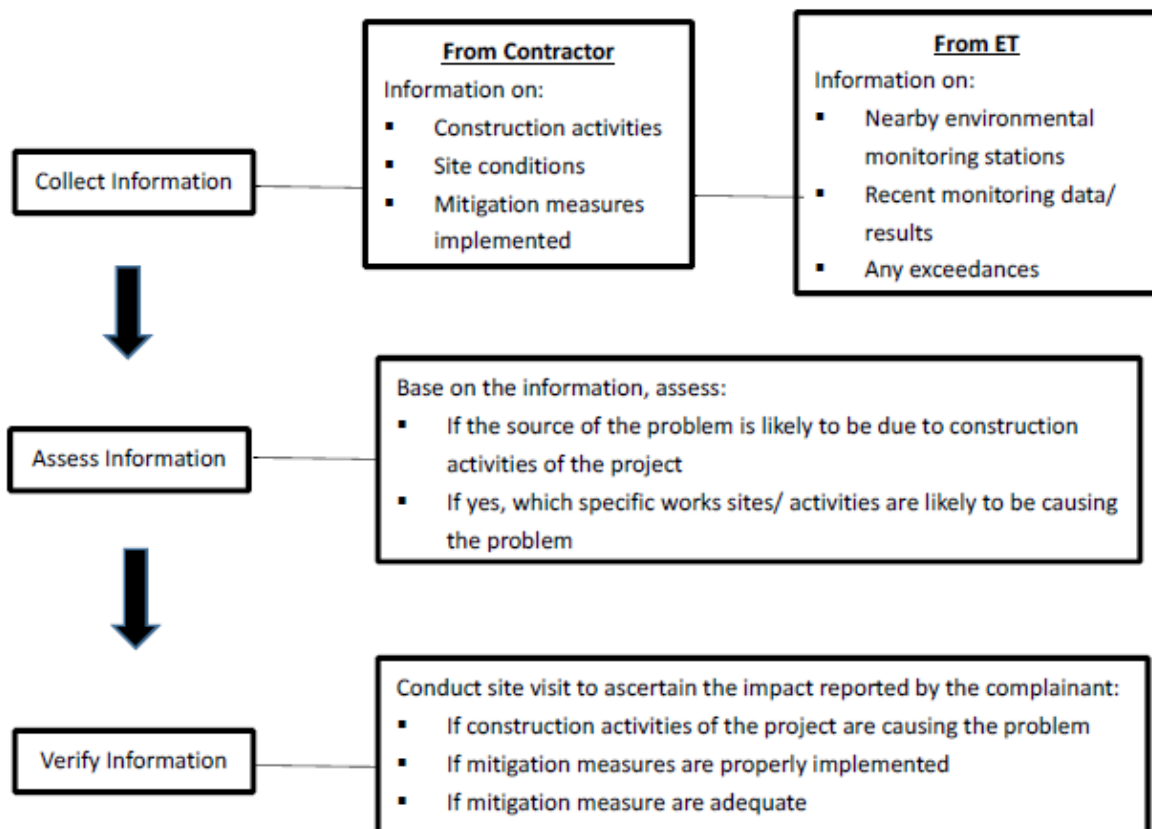
5.1 Conducting an Investigation

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



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.

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 ET. The final complaint investigation report shall be certified by the ET and verified by the IEC 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

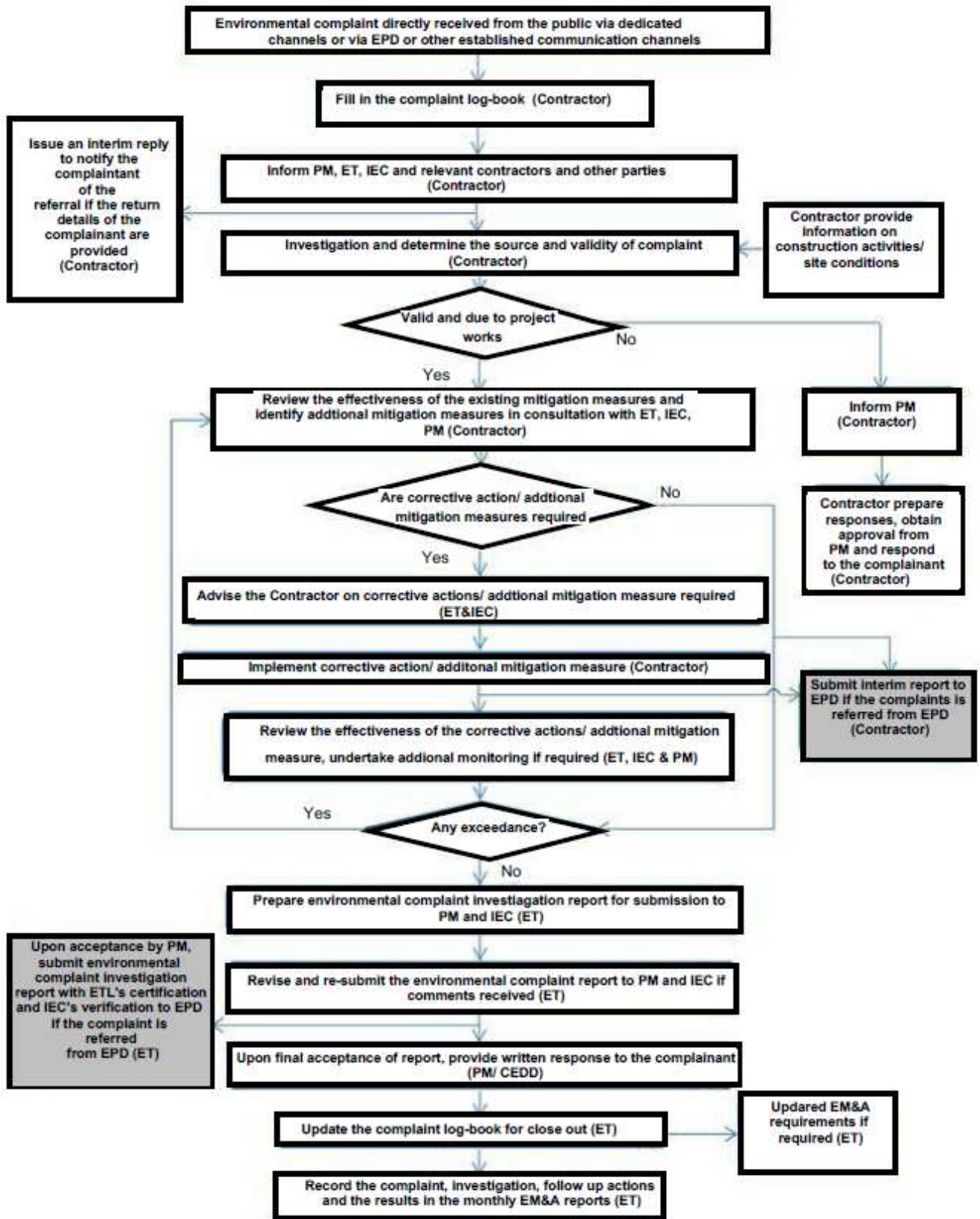
Upon final acceptance of the environmental complaint investigation report, the ET shall provide a written response to the complainant (except in cases where the complaint is referred from EPD), and update the record with details of the complaint investigation, follow up actions and other relevant information 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, still, the complainant would be contacted within 4 weeks 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 ET and verified by the IEC) to EPD for their reply to the complainant.

The ET shall also summaries 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.

Appendix A Environmental Complaint Handling Flow Chart

2018/2/22

Complaint Management Plan



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

