

BEAM Plus Performance Pledge and Measured Results

The table below sets out the performance pledge that the Green Labelling Department aims to achieve and the actual measured performance (February – June 2024):

Description	Service Standard *	Target	Performance
		(% of cases meeting Service Standard in a period)	
Issue Acknowledgement Letter	8 working days	95%	98.8%
Hand over project information to BEAM Society Limited	5 working days	95%	100.0%
Issue Certificate Package	20 working days (Excl. period of pending confirmation reply by client/consultant, and pending provision of project narrative / main visual)	95%	100.0%
Provide Green Building Certification Label artworks for sale brochure of residential property	10 working days	95%	100.0%
Handle Final Appeal	60 working days	95%	No Final Appeal case
Customer Satisfaction Survey Score Re: Q1: Project Registration Service and Q2: Post-assessment Service	>= 3.50 (1=poor, 2=unsatisfactory, 3=satisfactory, 4=good, 5=excellent)	Not Applicable (measured on a 12-month moving average)	Q1: 4.03 Q2: 3.96
Plaque acceptance rate	No complaint after the plaque is delivered	97%	100.0%
Answer external written enquiries concerning the Department's matters	We shall answer enquiries of simple nature within 5 working days; and for enquiries of more complicated nature, interim reply shall be given following the same timeframe. Then substantive reply shall be given on a later date that depends on the degree of complexity.	95%	99.4%

* Service Standard shows the target maximum time taken to finish the task (or target score in case of survey). Working days denote Monday to Friday excluding general holidays.

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