



MEMBER OF THE CHUN WO GROUP

City Services Group



商界展關懷
caring company 2009/10
Awarded by The Hong Kong Council of Social Service
香港社會服務聯會頒發



ISO 9001:2008
Certificate No : CC 12



ISO 14001:2004
Certificate No : CC 264



ISO 9001:2008
Certificate No : CC 20



ISO 14001:2004
Certificate No : CC 261

願景

成為香港境域內最受客戶認同的一站式服務公司

抱負

以專業可靠的管理團隊及充足的後勤支援，按客戶需要提供稱心的一站式服務

信念

待客致誠
專業精神
力求創新
崇尚質素
重視人才

Vision

To be the client highly recognized one-stop services company in Hong Kong region

Mission

A loyal and professional team to provide client excellent one-stop services with sufficient backup support

Faith

Customer oriented
Professionalism
Innovative
Quality-driven
Treasure competent staff

公司背景

城市服務集團 ("CSG") 為俊和發展集團 (香港聯合交易所上市公司 (股票代號: 711)) 的全資附屬公司。我們竭誠為尊貴客戶提供全面及專業的優質服務，範圍包括資產管理、物業管理、設施管理、項目管理、人流管理、保安服務、清潔服務、維修大廈和技術支援。

CSG已獲取ISO 9001國際品質認證及ISO 14001環境管理體系認證，並將OHSAS 18001職業健康及安全管理體系納入公司日常營運系統內。我們擁有豐富經驗及資深的專業管理團隊和全方位的員工培訓策略，讓所有員工得以持續發展，並優化他們工作的效率和服務質素。我們的卓越管理一直獲得尊貴客戶的認同及表揚。

Company Background

City Services Group ("CSG") is a wholly owned subsidiary of the Chun Wo Development Holdings Limited, a public listed company of the Stock Exchange of Hong Kong (Stock Code : 711). We are dedicated to provide respected clients various types of comprehensive and professional services, including asset management, property management, facility management, project management, crowd management, security service, cleansing service and maintenance service.

CSG has acquired the recognition of ISO 9001 Quality Management Systems and ISO 14001 Environmental Management Systems, and we implement our daily operation in accordance with OHSAS 18001 Occupational Health and Safety. We have an experienced and professional management team as well as comprehensive staff cultivation strategies to ensure a constant development opportunity for each potential staff, and to optimize the overall service quality and the work performance of our staff. We have been well recognized and acclaimed by our clients for our premium management services.



服務範圍 Our Services

資產管理服務

市場上有多種投資工具，物業資產是其中之選擇。我們致力為客戶提供全面及專業的資產管理方案，包括物色有潛質物業、物業評估及融資、翻新或重建、管理、出租或出售等服務，在瞬息萬變的環境下為客戶爭取最佳的回報。

Asset Management

There are various investment tools in the market and asset management is one of the choices. We offer sophisticated and professional asset management services including seeking potential property, leveraged buyout, renovation or reconstruction, leasing or selling to strive for an optimum return to our clients from time to time.

Pioneer needs power and innovation,
we add value on our services.

項目管理及技術支援

物業的價值高低在乎於本身能否在萬千變化的市場中發揮最大功能。我們敏銳而前瞻的觸角及業內的專業角度，為客戶個別物業的特點及優勢，提供全面及彈性的意見和技術支援方案，由顧問服務以致日常管理，均可代勞。

Project Management

The value of the property varies from the way of its presentation in the competitive market. We render our clients comprehensive and flexible services ranging from consultation service to daily management as well as technical support based on our professional point of view with detailed evaluations on the specialties and strength of our clients' properties.

物業及設施管理服務

物業為商業機構及個人的重要投資，優質的物業及設施管理不但將物業保值，更可增值。我們擁有多年大型屋苑及康樂體育場所的管理經驗，為各大型發展商及政府機構提供不同類別的物業及設施管理服務，致力提供一個安全、環保及舒適的生活和工作環境，讓客戶對我們的服務更感親切。

Property Management

Property is taken as an important investment either for commercial or individual, its value can be raised via professional property and facility management. With years of pragmatic management experience in major residential areas and leisure centres, we obtained opportunities to provide distinctive property and facility management services to sizable developers and government sectors. We offer a decent service to our clients with a safe, comfortable and environmental friendly atmosphere.

潔淨服務

環保潔淨服務是重點業務。我們擁有國際品質及環保管理系統，著重員工培訓和嚴格監管，不論在程序與物料使用方面均依據國際認證標準執行，為客戶提供低污染高質素之服務。

Cleansing Services

Cleansing service is one of our focus development businesses. We conform to international recognized standard for the cleansing procedure and the use of the cleansing materials, and comply with regular staff training and strict supervision in order to provide quality and cost effective cleansing service for our clients.

Staff is our valuable asset. We emphasis on staff training in order to enhance the spirit of service.

維修保養服務

我們的維修保養團隊擁有超過400名專業技術員，為不同屋苑及商場之水、電、冷氣及維修保養操作等系統提供有效率及現代化的技術支援，提升物業價值及形象。

Maintenance Service

Over 400 professional technicians in our team to provide various maintenance services incorporated with effective technical support for different residential areas and shopping malls. It greatly enhances the property value and image.





保安及客戶服務

- 現今保安服務已普及至各行各業，我們逾千名員工，每位均經過嚴格挑選及仔細的背景審查，配合明確的工作指引、專業的培訓及精良的後勤確保服務能滿足客戶的要求。
- 在品質監控上，我們行動組經理亦會因應服務需要制定及提供全面的員工培訓方案，並會定期與客戶就服務水平作出評估。
- 在後勤支援上，我們的巡邏隊伍為各服務地點提供全天候巡邏服務以便在最短時間內為客戶處理突發事件及採取合適的應變措施。
- 我們會以精益求精的態度為不同類型的客戶制定安心又可靠的專業服務方案。

Security & Customer Services

- Security service has nowadays been popularized to all trades and professions. Our security team of over a thousand staff has been strictly assessed and selected with detail screening on their background, complied with clear working procedures, comprehensive training programs and excellent back up support to meet clients' expectation.
- For quality assurance, our operations managers formulate and provide staff development programs in respect of the service nature. We have regular meetings with our clients on overall service review and improvement.
- Our Mobile Patrol Unit provides round-the-clock patrol service at our service locations for rendering immediate and appropriate solution within the shortest period in case of emergency and contingency.
- We will keep on striving for perfection to ensure reliable and professional services providing to our clients at all times.



社會責任

CSG積極發揮良好企業文化及責任，與員工上下一心回饋社會。透過組織更多家庭義工活動及與非官方團體合作，讓更多同事能夠參與義工服務，協助不同的社群，以關懷和愛心幫助社會上有需要的人士，全力推動“關懷大使”及“助人自助”的理念。

此外，我們也重視環保教育，以提升員工、合作伙伴及客戶的環保意識。讓他們在公司、家庭和社區都能貫徹低排碳的環保信念和操守，為地球的環保工作繼續努力。

Social Responsibility

CSG is zealously implementing good corporate social responsibilities and making continuous contribution to the community with our staff. Throughout numerous domestic voluntary activities and cooperation with non-government organizations, most of our staff get involved in the voluntary work and assist different social sectors with their caring, implementing the aspiration of “Caring Ambassador” and “Help others, self-help”.

Besides, we also promulgate environmental protection living throughout the company in order to raise the environmental protection awareness among our staff, service partners and clients. It aims to promote low carbon living in office, at home and within the community. Let's join hands to support the environmental protection work.



展望將來

自成立以來，CSG一直都抱著進取及創新的發展理念，成為市場上享有盛名的一站式服務公司。

我們謹慎細心處理每個服務要求，在細節中彰顯我們的服務質素，與客戶建立長期的夥伴關係並持續穩定增長。創新及多元化是我們的動力，而服務式住宅將會是我們未來重點發展項目之一。

未來，縱使充滿挑戰，但我們會繼續堅守“務實創新”、“開拓進取”的發展理念，竭誠為每位客戶提供多元化的優質服務。

Prospect

Ever since the establishment of CSG, our direction has always been aggressive and enthusiastic. With continuous expansion of the company, we are now a professional and experienced service company. We pay attention to details on each service by way of emphasizing our quality service which led us to have established a long term business relationship with each of our clients, as a result, it brought us a steady and continuous development. Nevertheless, we will constantly look for improvement to enrich our service package, whereas serviced-apartment would be one of our focusing development projects.

Even though it is full of challenges in future, we will hold on to our development principle of being “Creative but Pragmatic” and “Aggressive” to responsively develop a novel page along with our clients by way of providing a diversified and quality service.

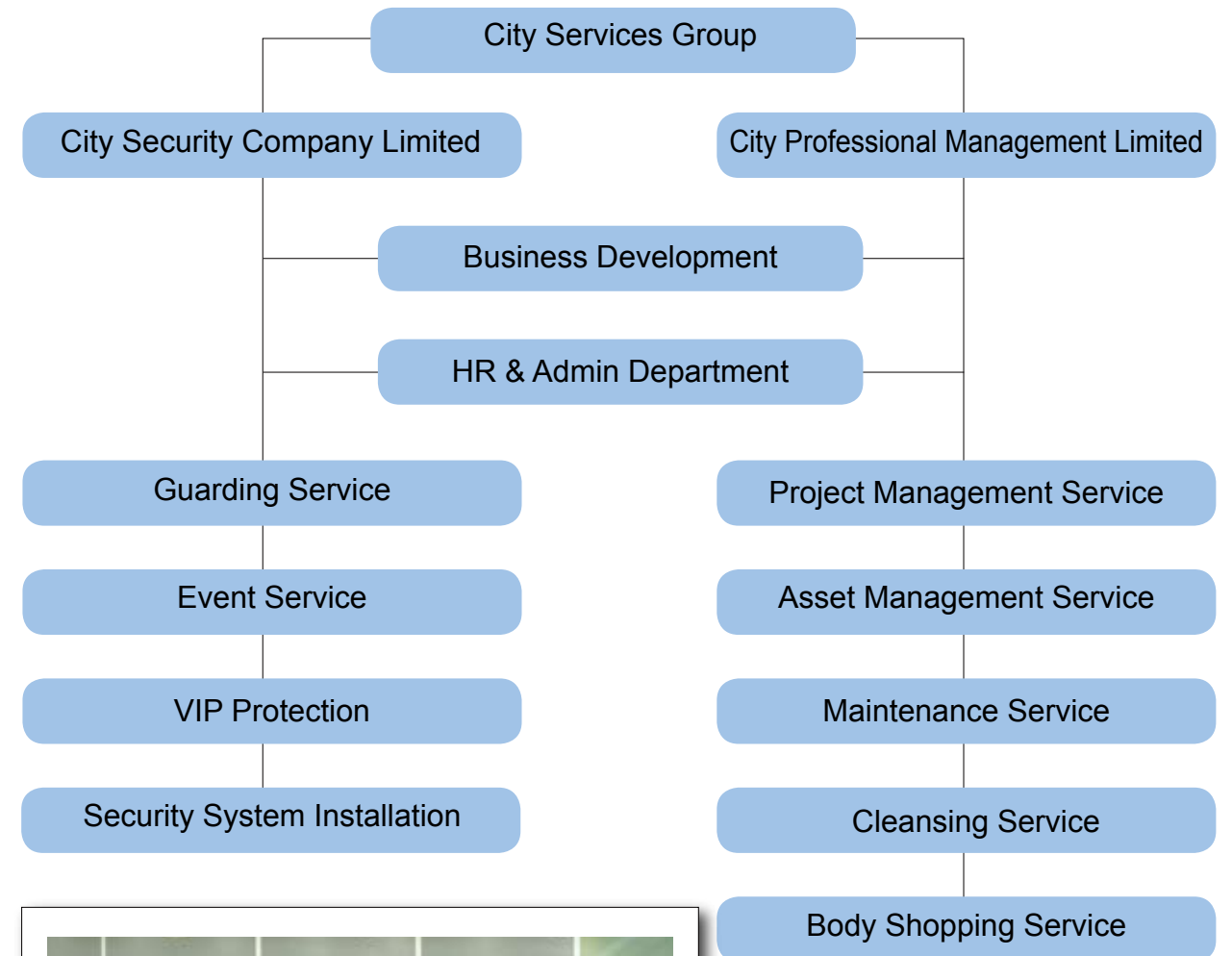


管理層簡介

我們的管理團隊由前駐港英軍精英分子及物業管理界中具豐富經驗的專業人士所組成，每名成員均擁有卓越的領導才能及豐富的項目管理經驗。管理層將其豐富的行動策劃技巧、經驗及軍隊中的團隊精神靈活運用並實踐於公司的日常運作內，引領我們的服務團隊為每位尊貴的客戶提供優質而有效的物業管理及保安服務，更得到客戶正面的評價。

Introduction of Management

Our management team is formed by a group of elite management professionals who previously served the Hong Kong Military Service Corp in the former British Garrison and experts in property and facility management. Each of them is abundant in excellent leadership skills and project management experience. The management team flexibly incorporates strategic planning technique and experience as well as the military teamwork spirit in our daily operation to ensure we provide efficient and quality property management and security services for our honourable clients.



我們的尊貴客戶 Our Prestigious Clients



聯繫我們。Contact Us

SOLUTION FOR TOMORROW WE DEMONSTRATE



MEMBER OF THE CHUN WO GROUP

City Services Group

5C, Hong Kong Spinners Industrial Building (Phase 5)
760-762 Cheung Sha Wan Road, Kowloon, Hong Kong

Tel : 3758 8988 / 3759 8998

Fax : 2959 0761

Website : www.citysecurity.com.hk / www.cpml.com.hk

