



MEMBER OF THE CHUN WO GROUP

City Services Group

Quality in Detail



商界展關懷
caringcompany 2009-12
Awarded by the Hong Kong Council of Social Service
香港社會服務聯會頒發



THE MORE WE LISTEN THE BETTER WE SERVE

細聽你心 服務滿分

Vision

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

Mission

A reliable and professional team to deliver client an excellent one-stop service with sufficient backup support.

Beliefs

Customer centric
Professionalism
Innovation
Quality-driven
Value competent staff

遠景

成為香港最受客戶認同的一站式服務公司。

使命

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



WE INSIST ON DELIVERING THE BEST! 給你最好的服務

Service with Heart

Passion, reliability, perseverance and perception are the core values that underpin our business. We emphasize to build up trust and commitment with our clients via years of our proven track record and sincere working attitude of delivering the best and reliable service to our clients

服務細心只因用心

城市憑藉熱誠、可靠、堅毅及前瞻性的態度勇往直前，我們深信與客戶建立長遠伙伴關係的重要性，所以我們要求各員工服務殷勤周到、細心用心，令客戶感受我們最優質、最可信賴的服務。

Get in touch with us
Sharp the movement!
同心躍進!



Company Background 公司背景

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 : 0711). With experienced and professional management team as well as comprehensive staff cultivation strategies, we sincerely provide one-stop services covering wide spectrum of quality services for our respected clients, including project management and consultancy services, property and facility management, security services, environmental hygiene services, repair and maintenance services.

Since quality improvement is a never-ending journey, CSG keeps listening and reviewing our service quality and has acquired the recognition of ISO 9001, ISO 14001, and OHSAS 18001. We are whole-heartedly dedicated to provide the best services to our clients, that have been well acclaimed by our clients and business partners. In future, CSG will consecutively enrich our service packages with the attitude of constant creativity and improvement to lay the foundation of mutual trust and long-term business relationship with our customers. We will also develop the corporate culture and proactively contribute to the community for the betterment of Hong Kong.

城市服務集團("城市")是俊和發展集團[香港聯合交易所上市公司(股票代號:0711)]的全資附屬公司。城市擁有專業資深的管理團隊、嚴謹完善的行政管理及全方位人才培訓,使我們有信心為客戶提供一站式的優質服務,主要包括項目管理及顧問服務、物業及設施管理、各類保安服務、環境衛生潔淨服務及維修保養服務。

城市重視品質監控,透過收集意見和不斷檢討以提升服務水平與質素,並獲得國際認證包括:ISO 9001(品質管理)、ISO 14001(環境管理體系)及OHSAS 18001(職業健康與安全管理體系)。我們憑藉「待客致誠,以客為先」的服務理念,在客戶及業界內建立了正面的形象及聲譽。將來,我們仍然抱持不斷優化服務配套的態度,與客戶建立互信及長遠的合作伙伴關係,並積極發揮企業文化精神,回饋社會。



Management 管理層簡介

Management team of CSG is formed by various Ex-Disciplinary Forces and experts in property and facility management. They are well equipped with excellent leadership skills and project management experience. By incorporating strategic planning technique and military teamwork spirit in our daily operation for delivering one-stop service covering various types of facility management and security services for granting positive appreciation from our honorable clients.

城市管理層由前紀律部隊及物業管理界中具豐富經驗的專業人士組成,他們將高效的行動策劃技巧、紀律部隊的團隊精神活用於公司的日常運作內,使城市上下一心為客戶提供貼心卓越的一站式服務,得到客戶及業界一致好評。



Property Management

物管服務

Staff is our chief assets. We emphasize on staff development consolidate staff talents and service quality

員工細心服務，只因我們著緊

Project Management and Consultancy Services

We could render our comprehensive and professional advice as well as consultancy services to our client with our strong technical team and concrete support from our parent company - Chun Wo Development Holdings Ltd. One stop services is provided from consultancy services to applying subsidy from Government to reduce the disturbance of our clients on some building project, such as the implementation of Mandatory Building Inspection Scheme and Mandatory Building Aluminum Scheme Ordinance enacted on 30 June 2012.



Property Management and Facility Management

Property is regarded as an important investment either for commercial firm or individual. Professional property and facility management not only improved the environment, but also enhance the property value. Through the years of pragmatic and accumulated management experience with a collaboration of professionals such as RPHM and RSO, we provide distinctive and detailed services to sizable developers and government sectors with a safe, comfortable and environmental friendly atmosphere.

項目管理及顧問服務

城市得到母公司支持，加上專業團隊的努力，使我們可以盡心盡力為客戶提供全面到位的顧問服務，承辦各大小型工程項目及協助客戶申請資助，例如處理政府於2012年6月30日實施強制性驗樓及鋁窗法例的種種疑難。

物業及設施管理服務

房產物業對客戶是一項重要投資，優質物業及設施管理不但可改善環境，更可增加物業價值。城市的註冊房屋經理及安全主任均擁有豐富經驗，替政府機構或大型發展商提供各類型物業及設施管理服務，合力提供一個安全、環保及舒適的生活和工作環境。

Repairs and Maintenance Services

We successfully obtain the Minor Works Contractor License from the Buildings Department to provide repair and maintenance service. Coupled with over 300 professional technicians in our team, we can render all-round technical support to maintain the facility operation in order and uplift their efficiency.

Environmental Hygiene Services

Environmental Hygiene services is one of our focused businesses development. We conform to international recognized standard from the usage of cleaning materials to service implementation, complied with regular staff training and strict supervision so as to provide one stop quality and reliable cleaning and pest control package to our clients.

維修保養服務

城市已成功申請屋宇署一般小型工程牌照，超過300名專業技術人員為不同物業提供多元化的支援，包括水、電、冷氣的維修保養服務，確保各項設施安全操作及提升效能。

環境衛生潔淨服務

環境衛生潔淨服務是城市的重點業務。我們採用國際品質、環保及職安健的管理系統，注重員工培訓及品質監管，工作程序及物料合乎國際認證標準規格，為客戶提供專業一站式的清潔及滅蟲服務方案。



Security Management 保安服務

Our security team has over 1200 quality staff, with our experienced and professional management team which is formed by various Ex-Disciplinary Forces, together with comprehensive recruitment scheme and training programs, excellent back up support, coupled with clear working procedures and close communication with client. We ensure that we can provide reliable and professional services for our client.

城市現時有超過1200名高質素的保安人員，在具豐富經驗及專業的前紀律部隊組成的強大管理層帶領下，透過完善的招聘網絡、全方位的人才培訓及強大精良的後勤支援及明確的工作指引，加上精益求精的態度，定能為不同類型的客戶制定安心又可靠的保安方案。

Back-up support

Our District Mobile Patrol Unit provides round-the-clock patrol service at our service locations for rendering prompt and appropriate solution within the shortest period in case of emergency and contingency.

後勤支援

我們的區域巡邏隊為各服務地點提供全天候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。



OUR SERVICES 服務範圍

- Security Management Services
- Concierge Customer Services
- Event and Exhibition Security Services
- VIP Protection
- Security Consultant Service / Survey
- Security Systems Installation, Repair and Maintenance
- 保安管理服務
- 禮賓客戶服務
- 活動及展覽會場地保安服務
- 要人保護服務
- 保安顧問服務 / 審計
- 保安系統安裝、維修及保養

Training

For quality assurance, our operations managers formulate and provide staff development programs in respect of the service nature.

人才培訓

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。



Social Responsibility 社會責任

CSG is zealously implementing corporate social responsibilities and making continuous contribution to the community with our staff. Besides, we have been awarded Caring Company for 4 consecutive years from the Hong Kong Council of Social Services. Throughout our active participation on numerous voluntary activities and cooperation with non-government organizations to implement the aspiration of "Caring Ambassador" and "Help others, self-help".

Everyone should play a part in protecting the environment for sustainable development. We promulgate environmental protection living to our staff, service partners and clients. It aims at promoting low carbon living in office, at home and within the community. Let's join hands to support the environmental protection work.

城市服務集團積極發揮良好企業文化及責任，致力堅守業務原則，我們定期與非官方團體合作，籌辦各類型的義務工作服務，關懷和幫助各弱勢社群和有需要人士，推動“關懷大使”及“助人自助”的理念，齊心回饋社會。

社會上的每個人都應該為保護環境出一分力，明白可持續發展的重要性。因此，我們透過加強員工及客戶的環保意識，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，推動環保工作。

Prospect 展望將來

Ever since the establishment of CSG, our direction has always been aggressive and enthusiastic for development of one-stop services. We constantly pay attention to details on each service we provide by way of emphasizing our quality and service commitment to establish long term business relationship with each of our client.

We have embraced a comprehensive analysis of market environment and reinforced our core value with a detailed review of our business strategy for organic growth in the challenging future.

The road ahead will not be completely smooth, but we will adhere to our development principle of being "Creative but Pragmatic" and "Pioneering" to responsibly provide diversified and quality services for you.

自成立以來，城市服務集團以進取和創新的發展理念，成為享譽市場的一站式服務公司。我們將繼續以謹慎、細心的態度，盡力達致每位客戶的服務要求，目標成為客戶可靠及具信心的合作伙伴。

城市團隊會透過全面分析外圍營運環境，加強核心價值及檢討營運策略，從而在充滿挑戰的環境下提昇業務可持續發展的效益和能力。

面對將來，我們會秉持發揮“務實創新”、“開拓進取”的精神，竭誠為你提供多元化的優質服務。



Our Prestigious Clients 我們的尊貴客戶



SOLUTION FOR TOMORROW WE DEMONSTRATE



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The Hong Kong Association of
Property Management Companies
香港物業管理公司協會



CHAMBER OF
SECURITY INDUSTRY

保安業
商會



International Professional Security Association
國際專業保安協會(香港)