

SOLUTIONS FOR TOMORROW
— TODAY —

CITY SERVICES GROUP
QUALITY IN DETAIL



城市服務集團
CITY SERVICES GROUP

(MEMBER OF THE CHUN WO GROUP)

City Security Company Limited

Tel: 3758 8988 Fax: 2959 0761
Website: www.citysecurity.com.hk

City Professional Management Limited

Tel: 3758 8998 Fax: 2370 0271
Website: www.cpml.com.hk

Address: 3D, Hong Kong Spinners Industrial Building, Phase 5,
760-762 Cheung Sha Wan Road, Kowloon
九龍長沙灣道760-762號香港紗廠工業大廈五期3樓D室



中



ENG



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



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



城市服務集團
CITY SERVICES GROUP



VISION 遠景

To gain recognition as a client-orientated, highly competitive and professional first-class one-stop service provider in Hong Kong.
成為香港最受客戶認同的一站式服務公司。

MISSION 使命

To successfully achieve first-class customer services, with an excellent one-stop service to all our clientele.
專業可靠的管理團隊按客戶需要，提供稱心的一站式服務和充足的後勤支援。

BELIEFS 信念

Customer-centric | Professional | Innovative | Quality-driven | Staff-orientated
待客致誠 | 專業精神 | 力求創新 | 堅持質素 | 重視人才

THE MORE WE LISTEN
THE BETTER WE SERVE
細聽你心 服務滿分



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

SERVICE FROM THE HEART

Professionalism, Passion, Perseverance, Reliability 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 most reliable services to our clients. These values form the foundation of the long-term trusted relationship we build with our clients.

服務細心 只因用心

城市憑著專業、熱誠、堅毅、可靠及洞察力的態度勇往直前，我們深信與客戶建立長遠夥伴關係的重要性，因此，我們的員工會用心聆聽客戶所需並提供殷勤周到的服務，務求令客戶滿意。

GET IN TOUCH WITH US
INVEST IN EXCELLENCE
同心躍進！

COMPANY BACKGROUND

公司背景

City Services Group (CSG), that comprises of City Security Company Limited and City Professional Management Limited, is a subsidiary of the Chun Wo Development Holdings Limited.

CSG plays an active role in offering comprehensive one-stop services including Facility Management, Property Management, Security Services, Clubhouse Management, Environmental Hygiene Services and Repair and Maintenance Services.

Attitude determines altitude, CSG has already successfully acquired ISO 9001 (Quality Management System), ISO 14001 (Environmental Management System) and OHSAS 18001 (Occupational Health and Safety Management Systems), yet we still continuously strive for excellence and thus achieving higher standards of service quality on a regular basis. We are dedicated to providing quality services to our clients and business partners and have received wide acclamation from them. In the future, CSG will continue to review our service quality, develop the corporate culture and proactively contribute to the community for the betterment of Hong Kong.

城市服務集團(城市)旗下的城市護衛有限公司及城市專業管理有限公司，是俊和發展集團的附屬公司。作為業界翹楚，城市致力為客戶提供全面及優質的一站式服務，服務範圍包括設施管理、物業管理、各類保安服務、會所管理、環境衛生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準與質素，並已獲得多個國際認證，包括ISO 9001(質量管理)、ISO 14001(環境管理體系)及OHSAS18001(職業健康與安全管理體系)，我們憑著「待客致誠，以客為先」的服務理念，在客戶及業界建立了正面的形象及聲譽。展望將來，我們仍會不斷優化服務配套，與客戶建立長遠互信的夥伴關係，並積極發揮企業文化精神，回饋社會。



INTRODUCTION OF MANAGEMENT

管理層簡介

Our management team is formed by various Ex-Disciplinary Forces and experts in property and facility management. They are equipped with excellent leadership skills and project management experience. Strategic planning technique and military teamwork spirit have been incorporated into our daily operations. CSG endeavours to provide one-stop quality services at all times and has received numerous appreciation and recognition from our honorable clients.

城市管理層由前紀律部隊及經驗豐富的物業管理專業人士組成，透過高效的行動策劃技巧及紀律部隊的團隊精神套用於公司的日常運作內，使城市能為客戶提供貼心卓越的一站式服務，並獲得客戶及業界一致好評。



PROPERTY MANAGEMENT

物業管理

“ Employees are our most valuable asset. We emphasize on staff development, professional development and service quality.

員工細心服務，只因我們著緊



PROJECT MANAGEMENT AND CONSULTANCY SERVICES

With strong support from our parent company – Chun Wo Development Holdings Ltd., we render comprehensive and professional consultancy services to our clients.

We undertake projects of all scales and help with clients' applications for subsidy since the implementation of the Mandatory Building Inspection Scheme and the enactment of the Mandatory Building Aluminum Scheme Ordinance.

PROPERTY MANAGEMENT AND FACILITY MANAGEMENT

Property investment is important for both individual and commercial entities. Professional property and facility management is not only limited to improving the environment, it also increases the property value. Our experienced Registered Professional Housing Managers and Registered Safety Officers offer extensive property and facility management services to the government and other sizable developers, ensuring a safe, comfortable and pleasant living environment and workplace.

REPAIRS AND MAINTENANCE SERVICE

We hold the Minor Works Contractor License from the Building Department and Registered Electrical Contractor License from the Electrical and Mechanical Services Department.

Our professional technicians provide a wide range of maintenance services including plumbing and electricity maintenance, air-conditioning maintenance etc. to ensure operational safety and efficiency.

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，承辦各大型工程項目及協助客戶申請資助，例如處理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，更可增加物業價值及質素。城市的註冊房屋經理及註冊安全主任均擁有豐富經驗，向政府機構或大型發展商提供各類型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。

維修保養服務

城市獲取屋宇署一般小型工程承建商牌照及註冊電業承辦商牌照，擁有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。



ENVIRONMENTAL HYGIENE SERVICES

Environmental Hygiene services have become one of our focused business fields.

The cleaning materials used and the service procedures utilised are in accordance with the international standards and codes of hygiene practices. Regular staff training and strict supervision are identified as essential practices to maintain service quality.

環境衛生潔淨服務

環境衛生潔淨服務是城市的重點業務。我們採用國際認可的品質、環境及職安健管理系統，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，為客戶提供專業的清潔及滅蟲服務方案。

CLUBHOUSE MANAGEMENT

We take pride in enriching the lives of the residents and guests of the clubhouse by providing true hospitality and service from the heart. Furthermore, we provide diversified and tailor-made interest classes and events for the residents / guests to enjoy.

會所管理服務

城市會為住戶提供貼心而專業的會所服務。作為一間以客為尊的管理公司，我們深信殷勤的服務能令用家有賓至如歸的感覺。此外，我們亦為住戶和來賓提供多元化的興趣班及活動。

CAR PARK MANAGEMENT

A well-managed car park, that offers efficient and safe parking facilities is a significant contributor to any property. As we are an experienced operator in this field, we are able to provide an advanced car park management system, professionally trained staff, regularly monitored services and effective parking solutions such as traffic flow planning and access control system installation for our clients, including commercial and residential buildings etc. We continuously strive to supply the best for our customers, thus enabling our customers to experience the rich diversity of our car park services.

車場管理

有效的車場管理對於物業及其持份者是非常重要的，我們擁有豐富的車場管理及運作經驗，透過與時並進的車場管理系統、專業訓練的員工和嚴格定期監管其服務水平，再配合有效的泊車解決方案(如交通流量規劃和存取控制系統安裝)給我們的客戶，當中包括商業和住宅樓宇等，務求令顧客享受到我們最佳的泊車體驗。

SECURITY MANAGEMENT

保安服務

Excellence Drives Our Ability to Improve the Quality
追求卓越，成就專業

Led by our experienced and professional management team, we have over 1,500 quality security personnel. Together with our comprehensive recruitment network and training programs, excellent backup support, clear and precise working procedures and close communication with our clients, reliable and professional services are guaranteed.

BACK-UP SUPPORT

Our District Mobile Patrol Unit provides round-the-clock patrol services and renders prompt and appropriate solutions. Immediate follow-up action will be taken within the shortest period of time, in case of emergency our contingency planning and actions will be set in motion.

STAFF DEVELOPMENT

For quality assurance, our quality managers formulate, and provide various staff development programs depending on the service nature.

城市在專業管理團隊的帶領下，現時有超過1,500名高質素的保安專才。城市採取精益求精的態度，透過完善的招聘網絡、全方位的人才培訓計劃、強大精良的後勤支援及明確的工作指引，定能為不同類型的客戶制定安心又可靠的保安方案。

後勤支援

我們的區域巡邏隊提供全天候服務。如遇到突發事件，我們將會在最短的時間內跟進事件，並採取合適的突發應變措施。

人才培訓

在品質監控上，我們品質經理會按照服務性質制定及提供全面的員工培訓方案。



OUR SERVICES

- Security Management Service
- Concierge Customer Service
- Event and Exhibition Security Service
- VIP Protection
- Security Consultant Service / Survey
- Security Systems Installation, Repair and Maintenance

服務範圍

- 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



CORPORATE SOCIAL RESPONSIBILITY

企業社會責任

CSG is clearly aware of the responsibilities we owe to the community at large. We are zealously implementing corporate social responsibilities and making continuous contributions to society. For five consecutive years, we have been awarded the Caring Company Certificate from the Hong Kong Council of Social Services. Through our active participation in numerous voluntary activities and cooperation with non-government organizations, the ideas of "Caring" and "Help others, Help yourself" are aspired to be carried out.

Everyone should play a part in protecting the environment for sustainable development. We promulgate and maintain standards and have pledged to implement measures to educate and arouse staff and clients' environmental awareness as well as to reinforce a green mindset and attitude within the community.



城市服務集團積極發揮良好企業文化及履行責任，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

Since the development of CSG, we have always been aggressive and positive towards the development of our one-stop service. We pay attention to every detail and will continue to provide quality services so as to establish and maintain a long-term business partnership with our clients.

Having embraced the latest marketing trends, we review our business strategies regularly and reiterate our core values in order to maintain sustainable growth. CSG will adhere to the principles of "Creative," "Pragmatic," "Aggressive" and "Innovative," providing a rich diversity of quality services to our clients.



自成立以來，城市服務集團以進取和創新的發展理念，成為市場上享譽盛名的一站式服務公司。我們將繼續以謹慎、細心的態度，盡力滿足每位客戶的服務要求，目標成為客戶心中可靠的合作夥伴。

城市團隊掌握外圍營運環境，透過全面的分析，加強核心價值及檢討營運策略，在充滿挑戰的環境下提升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，竭誠為客戶提供多元化的優質服務。

CITY SERVICES GROUP, ALWAYS A STEP AHEAD

CONTACT US 聯繫我們