



This is to certify that the Customer Satisfaction Management System of



## CITY PROFESSIONAL MANAGEMENT LIMITED

城市專業管理有限公司

10/F, 9 Po Lun Street, Lai Chi Kok, Kowloon, Hong Kong  
香港九龍荔枝角寶輪街9號10樓

City Services Group (Human Resources - Recruitment Centre) 9A-9C, 9/F, 9 Po Lun Street, Lai Chi Kok, Kowloon, Hong Kong  
城市服務集團(人力資源-招聘中心) 香港九龍荔枝角寶輪街9號9樓9A-9C室

complies with the requirements of

**ISO 10002 : 2018**

customer satisfaction management system standard, applicable to:

Design and provision of property and facility management services

Provision of cleansing service and Provision of security guarding service

(The other certification site including the headquarter of City Professional Management Limited  
and Hong Kong Housing Authority estates managed under contract, as detailed in the accompanying appendix)

設計和提供物業和設施管理服務

提供清潔服務和提供警衛服務

(適用於附件所示的認證地點包括城市專業管理有限公司總部及所有香港房屋委員會轄下的屋村管理合約)

Signed for and on behalf of

**ACCREDITED CERTIFICATION INTERNATIONAL LIMITED**

Authorised Signatory

Registered address: Unit 1901, Yen Sheng Centre, 64 Hoi Yuen Road, Kwun Tong, Kowloon, Hong Kong

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Note: This certificate remains the property of Accredited Certification International Limited and shall be returned immediately upon request. In accordance with the ACI Regulations, the ACI undertakes no liability or responsibility for any management system outputs supplied in accordance with the requirements of this Certification Scheme. Further clarifications regarding the scope of this certificate and the applicability of ISO 10002:2018 requirements may be obtained by consulting the organization. Initial certification was originally certified against the requirement of ISO 10002:2014.

The continued validity may be verified via scanning the code with a smartphone or via website [www.aci-limited.com](http://www.aci-limited.com). Further enquiry, please contact (852) 39778988.

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