



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 : 2014** customer satisfaction management system standard, applicable to:

Design and provision of property and facility management services
Provision of cleansing 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

(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

A handwritten signature in black ink, appearing to be 'Lui', is written over a horizontal line.

Authorized Signature

Registered address: Unit 1901, Yen Sheng Centre, 64 Hoi Yuen Road, Kwun Tong, Kowloon, Hong Kong
Tel (852) 39778988 Fax (852) 28061940 Email:enquiry@aci-limited.com Website: www.aci-limited.com
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 10002:2014 requirements may be obtained by consulting the organization.



To check the validity of certificate, please call: (852) 39778988

Original Certification 30 June 2017

Amendment 4 July 2020

Expiry 31 July 2021