

**SCHEME OF SUPERVISION AND CONTROL
RELATING TO
THE USE OF THE HONG KONG Q-MARK LOGO**

**PART 2. HONG KONG Q-MARK SERVICE SCHEME (CYAN) - REQUIREMENTS
APPLICABLE TO PROVISION OF SHOPPING MALL SERVICES
PROVIDED BY XXX LIMITED.**

2.1. GENERAL

The aim of this part is to ensure a system is in place for the continuous provision of services satisfying Part 3 of the Scheme of Supervision and Control (hereby named as “SSC”). These requirements are in addition to the requirements set out in Part 1 of the SSC.

2.2. APPLICABILITY OF PART 1 & 3 REQUIREMENTS

All the requirements of Part 1 & 3 SSC shall apply.

2.3 MALL ACCESSIBILITY

2.3.1 The mall(s) of the certified company (hereby named as “company”) shall be easily accessed by the customers.

2.3.2 The name of the mall(s) shall be clearly identified to the customers by all means.

DOCUMENT IDENTIFIER: HKQC/SCERTXXXX(CYAN – Shopping Mall)/A0
ISSUE DATE: XXXXXX
SCHEME VERSION: June 2020

2.4 INFRASTRUCTURE AND ENVIRONMENT

The mall(s) shall:

- 2.4.1 maintain the cleanliness and functions of the mall signs, lighting and furnishings etc. in good conditions, as applicable.
- 2.4.2 maintain the roof, wall, floor, corridor and display of the mall in good conditions, as applicable.
- 2.4.3 maintain the ventilation of the mall at satisfactory condition with suitable temperature and without any odour.
- 2.4.4 have enough disability facilities which are operate normally.
- 2.4.5 have enough and functional emergency / fire evacuation exits at all times.
- 2.4.6 keep the smoke control doors of the mall closed at all times, as applicable.
- 2.4.7 keep the facilities rooms of the mall closed at all times, as applicable
- 2.4.8 maintain enough evacuation plans which can show the escape routes accurately.
- 2.4.9 maintain enough and valid fire service equipment, as applicable.
- 2.4.10 maintain the first aid kit which shall have enough first aid items. All the items shall not be expired.
- 2.4.11 perform regular pest control to demonstrate the good conditions of the shop.
- 2.4.12 observed if the pest control activities are enough.
- 2.4.13 maintain regularly for the lifts / escalators of the mall according to legal requirements and shall be operated normally.
- 2.4.14 well-covered the rubbish bins of the mall, and the rubbish shall be handled properly.
- 2.4.15 provide reasonably enough and functional toilet facilities to satisfy their customer's need.

DOCUMENT IDENTIFIER: HKQC/SCERTXXXX(CYAN – Shopping Mall)/A0

ISSUE DATE: XXXXXX

SCHEME VERSION: June 2020

- 2.4.16 maintain the alarms/helplines provided inside the toilet facilities in good operation.
- 2.4.17 maintain the toilets provided in good condition and cleanliness, if applicable.
- 2.4.18 provide enough and appropriate enclosure for any vacant units / locations under maintenance or renovation, and the enclosure shall be indicated clearly.

2.5 PEOPLE

2.5.1 Staff shall:

- 2.5.1.1 show their sincerity via any appropriate means.
- 2.5.1.2 perform proactively and enthusiastically.
- 2.5.1.3 keep their good attitude.
- 2.5.1.4 show their team spirit and cooperate smoothly.
- 2.5.1.5 wear appropriate uniform as required, and the uniform shall be clean and tidy.
- 2.5.1.6 keep their appearance in good conditions, as applicable.
- 2.5.1.7 wear name badges which can show their identity clearly to their customers.
- 2.5.1.8 communicate to their customers by means of suitable languages (e.g. English).

2.5.2 Staff Service Performance

Staff shall:

- 2.5.2.1 have greeting to the customers.
- 2.5.2.2 handle customers' enquiries patiently.
- 2.5.2.3 provide necessary service to their customers at appropriate time.
- 2.5.2.4 handle customer's objection.

DOCUMENT IDENTIFIER: HKQC/SCERTXXXX(CYAN – Shopping Mall)/A0

ISSUE DATE: XXXXXX

SCHEME VERSION: June 2020

2.5.2.5 provide accurate information or instruction upon customer's enquiry.

2.5.2.6 handle transactions effectively.

2.5.2.7 say goodbye to their customers politely after service or enquiry.

2.6 SERVICE REALIZATION

2.6.1 Customer Related Processes

2.6.1.1 The mall shall indicate their daily operation hours.

2.6.1.2 The directories of the mall shall indicate the locations of the shops in the mall accurately.

2.6.1.3 The directories of the mall shall indicate the information in English and one additional language as applicable.

2.6.1.4 The service counter / concierge of the mall shall indicate their service provided to their customers as applicable.

2.6.1.5 The mall shall be able to provide the necessary stock for customer to borrow as applicable.

2.6.1.6 The mall shall implement any promotional items / advertisement which indicated in the mall applied to their customers, if applicable.

2.6.2 Car Parks (if applicable)

2.6.2.1 The facilities in the car parks shall be operated normally.

2.6.2.2 The cleanliness of the car parks shall be maintained and without any stagnant water, and drainages are free from blockage.

2.6.2.3 The signage of the car park shall be accurate and indicate clearly to customers.

DOCUMENT IDENTIFIER: HKQC/SCERTXXXX(CYAN – Shopping Mall)/A0

ISSUE DATE: XXXXXX

SCHEME VERSION: June 2020

2.6.2.4 The status of each parking space (e.g. hourly rented, monthly rented or reserved) shall be indicated clearly to avoid confusion.

2.6.2.5 The parking fee policy shall be indicated clearly to customers and implemented strictly.

2.7 CUSTOMER SERVICE

The company shall

2.7.1 have the way of handling customer complaints.

2.7.2 have the lost and found handling policy and was implemented strictly.

2.7.3 have the incident / accident handling policy and was implemented strictly.

2.7.4 provide channel(s) to collect customers' feedbacks so that the top management can communicate with the customers.

2.7.5 take the appropriate actions promptly if any complaint case / accident happened at the mall.

2.8 QUALITY RECORDS

The company shall establish applicable quality records to demonstrate their operation is according to their company's requirements and as required by the HK Q-Mark Council. The quality records shall be kept by any means.

2.9 ADDITIONAL ITEMS

The company shall take timely corrective or preventive actions in respect to nonconformities identified by the HK Q-Mark Council through different channels (e.g. audit, public complaint, etc.). Effectiveness of implementation of committed corrective and preventive actions shall be verified and at appropriate timing as decided, by the HK Q-Mark Council (e.g. subsequent surveillance audits, extra follow up audits, etc.).

DOCUMENT IDENTIFIER: HKQC/SCERTXXXX(CYAN – Shopping Mall)/A0

ISSUE DATE: XXXXXX

SCHEME VERSION: June 2020