

# IGC HK COMPANY ORDINANCE

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# 1. Company Overview

IGC HK is a diversified company headquartered in Hong Kong, operating across multiple industries with a focus on retail, hospitality, and education as its core businesses. Established with a vision to serve both local and international markets, IGC HK aims to provide high-quality products and services tailored to the needs of its customers. The company has strategically expanded its operations into the United Kingdom through its subsidiary, IGC UK Shop, enhancing its global presence.

As a forward-thinking organization, IGC HK is committed to innovation and continuous improvement. The company actively seeks opportunities to diversify its offerings and enhance customer satisfaction. By leveraging technology and market insights, IGC HK strives to stay ahead in a competitive landscape, ensuring that it meets the evolving demands of its clientele.

## 2. Ownership and Management

IGC HK is wholly owned and managed by Ian Lam, who serves as both the founder and core manager. With extensive experience in business management and a deep understanding of the market, Ian Lam plays a pivotal role in overseeing the operations and strategic direction of the company and its subsidiaries. His leadership is characterized by a hands-on approach, allowing for agile decision-making and responsiveness to market changes.

Under Ian's management, the company prioritizes transparency and accountability. The management team is committed to fostering a culture of collaboration and open communication, ensuring that all employees are aligned with the company's vision and goals. This leadership style not only enhances employee engagement but also drives operational efficiency and customer satisfaction.

### 3. Core Beliefs and Principles

IGC HK operates with a strong belief that Hong Kong is a unique and vibrant region, which serves as the foundation of its business and operational philosophy. This principle influences the company's approach to service delivery, emphasizing the importance of local culture and customer preferences. By recognizing Hong Kong's distinct identity, IGC HK aims to create products and services that resonate with its customers.

The company is also committed to delivering high-quality services while fostering innovation and growth. IGC HK believes in continuous learning and improvement, encouraging employees to explore creative solutions and embrace new technologies. This commitment not only enhances operational capabilities but also positions IGC HK as a leader in customer service excellence.

## 4. Business Divisions and Functions

IGC HK operates several subsidiaries, each specializing in a specific industry. This division of labor allows for focused expertise and tailored services that meet the unique needs of different market segments. Each subsidiary plays a crucial role in reinforcing the overall brand identity of IGC HK, contributing to its reputation for quality and reliability.

### 4.1 IGC HK Shop

IGC HK Shop specializes in selling unique, tailor-made, and personalized products through an online platform. Established on February 15, 2020, the shop is situated in Wan Chai, Hong Kong, and aims to provide a seamless shopping experience for customers. The online platform is designed to be user-friendly, making it easy for customers to browse, select, and purchase products from the comfort of their homes.

Key features of IGC HK Shop include multilingual customer support available in Cantonese and English, ensuring effective communication with a diverse clientele. Customers can reach out via WhatsApp, email, or phone, allowing for personalized service that addresses individual needs and queries. This commitment to customer service distinguishes IGC HK Shop in a competitive online marketplace.

### 4.2 IGC HK Hotel

IGC HK Hotel is a 4-star establishment located in Wan Chai, Hong Kong, adjacent to IGC HK Shop. The hotel offers a range of comfortable accommodations, including air-conditioned rooms equipped with flat-screen TVs, catering to both business and leisure travelers. The hotel's strategic location provides easy access to popular landmarks, making it an ideal choice for tourists and locals alike.

The hotel prides itself on family-friendly accommodations, offering various room types such as single rooms, double rooms, and suites. While services like a paid airport shuttle are available, the hotel does not provide on-site parking, a swimming pool, or spa facilities. This focus on essential comforts ensures a pleasant stay for guests while maintaining competitive pricing in the local hospitality market.

### 4.3 IGC HK Education

IGC HK Education focuses on providing educational services that align with the company's commitment to community development and innovation. Although specific details about the educational programs are not extensively outlined, this division aims to foster learning opportunities and personal growth for individuals of all ages. By promoting education, IGC HK contributes to the overall development of society.

This commitment to education reflects IGC HK's broader mission to empower individuals and enhance community well-being. The company continually evaluates educational needs within the community, seeking to develop programs that address those needs effectively. This proactive approach ensures that IGC HK remains relevant and responsive to the evolving landscape of education.

## 5. Subsidiaries and Naming Conventions

IGC HK's subsidiaries are named to reflect their respective business functions clearly. This naming convention not only enhances brand recognition but also provides customers with an immediate understanding of the services offered. For instance, IGC HK Shop focuses on retail services, while IGC HK Hotel is dedicated to hospitality.

The only exception to this naming convention is IGC UK Shop, which operates as the UK subsidiary of IGC HK Shop. This distinction allows the company to maintain a cohesive brand identity while adapting to the specific market dynamics in the UK. By aligning subsidiary names with their functions, IGC HK ensures clarity and consistency in its branding strategy.



## 6. Contact Information

### IGC HK Shop

- Phone : 67700016
- Email : [igchkshop@gmail.com](mailto:igchkshop@gmail.com)
- Address : Wan Chai, Hong Kong
- Website : [\[igchkshop.us.kg\]\(http://igchkshop.us.kg\)](http://igchkshop.us.kg)

### IGC HK Hotel

- Phone : 67700016
- Email : [igchkhotel@gmail.com](mailto:igchkhotel@gmail.com)
- Address : Wan Chai, Hong Kong
- Google Listing : [IGC HK Hotel]

The contact information provided enables customers to reach out easily for inquiries or support. Both the shop and hotel share a common phone number, ensuring efficient communication and response times. Additionally, the inclusion of email addresses for each division allows customers to choose their preferred method of communication.

By maintaining an active online presence through the website, IGC HK Shop enhances accessibility for customers seeking information or services. This commitment to customer service is further reflected in the availability of multiple contact methods, catering to the preferences of a diverse clientele.

## 7. Policies and Regulations

### 7.1 Customer Service and Communication

IGC HK is dedicated to providing excellent customer service, recognizing that effective communication is key to building lasting relationships with clients. The company employs a multilingual support team to cater to the diverse needs of its clientele, ensuring that language barriers do not hinder service quality. This approach enhances customer satisfaction and fosters loyalty.

The company actively encourages feedback from customers to continually improve its services. By listening to customer concerns and suggestions, IGC HK can adapt its offerings and communication strategies to better meet the expectations of its audience. This commitment to customer-centric service is a cornerstone of IGC HK's operational philosophy.

### 7.2 Privacy and Data Protection

IGC HK is committed to safeguarding customer data and complies with data protection laws applicable in Hong Kong and abroad. The company implements robust security measures to protect personal information, ensuring that customer data is handled with the utmost care and confidentiality. This commitment to privacy fosters trust and confidence among customers.

Regular audits and training sessions are conducted to ensure that employees are aware of data protection policies and best practices. By cultivating a culture of privacy awareness, IGC HK minimizes the risk of data breaches and enhances its reputation as a responsible business entity. This proactive approach to data protection is essential in today's digital landscape.

### 7.3 Safety and Security Standards

Safety measures at IGC HK Hotel include fire extinguishers, CCTV surveillance in common areas, and 24-hour security personnel to ensure guest safety. The hotel regularly reviews and updates its safety protocols to comply with local regulations and industry standards. This commitment to safety not only protects guests but also enhances the overall experience.

In addition to physical safety measures, IGC HK Hotel prioritizes health and hygiene standards, particularly in light of recent global health concerns. Regular cleaning and sanitization protocols are implemented throughout the hotel to provide a safe environment for guests. By prioritizing safety and security, IGC HK Hotel demonstrates its commitment to guest well-being.

## 8. Facilities and Services

### 8.1 Shop Facilities and Services

IGC HK Shop offers a range of unique, tailor-made products available for purchase online. The shop's website is designed to provide a seamless shopping experience, with easy navigation and secure payment options. Customers can explore a variety of products, from personalized items to exclusive merchandise, all crafted to meet diverse tastes.

Customer service is a key focus at IGC HK Shop. The availability of human support via WhatsApp ensures that customers can receive immediate assistance with their inquiries. This personal touch sets IGC HK Shop apart from other online retailers, highlighting the company's commitment to customer satisfaction and engagement.

### 8.2 Hotel Facilities and Services

IGC HK Hotel provides a variety of amenities designed to enhance the comfort of its guests. Each room is equipped with essential features such as air conditioning, flat-screen TVs, and private bathrooms. The hotel's family-friendly accommodations make it an appealing option for travelers with children, offering a welcoming environment for families.

While the hotel does not have on-site parking, swimming pool, or spa facilities, it compensates with its prime location and proximity to local attractions. Guests can easily access nearby landmarks such as Times Square and Hong Kong Park, making their stay both convenient and enjoyable. This strategic positioning enhances the overall guest experience.

### 8.3 Education Services Overview

IGC HK Education is dedicated to providing educational services that align with the company's mission of community development. The division seeks to offer innovative programs that address the educational needs of the community, fostering personal and professional growth. By prioritizing education, IGC HK contributes to the overall well-being of society.

The focus on educational services reflects IGC HK's commitment to empowering individuals through knowledge and skill development. Future initiatives may include workshops, training programs, and partnerships with local educational institutions to enhance the quality and reach of their offerings. This proactive approach ensures that IGC HK remains a relevant and valuable resource within the community.

## 9. Employee Code of Conduct

Employees of IGC HK are required to adhere to the highest standards of professionalism, respect, and integrity. The Employee Code of Conduct outlines expected behaviors and responsibilities, emphasizing the importance of upholding the company's values. Employees are encouraged to foster a positive work environment where collaboration and support are prioritized.

The code also emphasizes the importance of customer satisfaction, requiring employees to engage positively with clients and address their needs effectively. By promoting a culture of excellence, IGC HK ensures that its employees are aligned with the company's mission and committed to delivering outstanding service.

## 10. Compliance and Legal Obligations

IGC HK is committed to complying with all applicable laws and regulations in Hong Kong and other regions where it operates, including the United Kingdom. This commitment extends to labor laws, consumer protection regulations, and industry-specific standards. By adhering to these legal obligations, IGC HK demonstrates its dedication to ethical business practices.

Regular training and audits are conducted to ensure that all employees are aware of compliance requirements and best practices. This proactive approach not only minimizes legal risks but also reinforces the company's reputation as a responsible and trustworthy business entity. Compliance is viewed as a fundamental aspect of IGC HK's operations.

## 11. Amendments and Modifications

This ordinance may be amended or modified as deemed necessary by the management to reflect changes in operations, regulations, or business strategies. The management team is responsible for reviewing the ordinance regularly and ensuring that it remains relevant and effective. Any amendments will be communicated to employees and stakeholders to ensure clarity and understanding.

In addition to operational changes, amendments may also be prompted by feedback from employees or customers. By remaining open to suggestions and constructive criticism, IGC HK fosters a culture of continuous improvement, ensuring that its policies and practices evolve in line with the changing business landscape.



## 12. Miscellaneous Provisions

Various operational details, including business hours, check-in/check-out times, and service availability, are subject to change based on market demands and company policies. IGC HK reserves the right to adjust these details as necessary to optimize operations and enhance customer experience. Any changes will be communicated to customers in a timely manner.

Special requests by customers are accommodated whenever possible, although they are not guaranteed. IGC HK values customer input and strives to fulfill specific needs, recognizing that personalized service is essential for building lasting relationships. This flexibility reflects the company's commitment to exceptional customer service and satisfaction.

End of Ordinance