



MANFORCE GROUP
BERHAD

COMPANY PROFILE



**THINK WORKFORCE,
THINK MANFORCE**

We are committed to meeting the needs
of today's changing labour force.



CORPORATE MESSAGE

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As a dynamic asset, Human resources plays a vital role in the field of economy and business management. It is high in demand in Malaysia's market to promote the effective development of various resources. Manforce Group's high-quality core service, Manforce Assurance Solution (MAS) utilizes a holistic human resource management approach and advanced technologies to provide labour services and solutions. By solving all the potential problems on time, Manforce Group assists prestigious enterprises to pair suitable foreign and local workers that meet all the necessary skills and requirements.

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ABOUT US

Founded in 2004, Manforce Group pioneered the Foreign Worker Management industry by providing exceptional labour outsourcing services. For over a decade, Manforce Group has consistently stayed committed and dedicated to providing our clients with the best and most efficient workers' management services and solutions while complying with all the necessary regulations and requirements.

As we progress, Manforce Group has ventured into diversified business segments to offer a variety of effective assistance to our clients such as Manforce Assurance Solution (MAS), Cleaning & Maintenance and Malaysians Development Uplift Programme (MDUP). Hence, we proudly deem ourselves as a remarkable one stop avenue, providing customized services and solutions ranging from foreign & local workers management, training programmes, cleaning and maintenance. Moving forward, we will continue to leverage our experience and expertise in launching the Centralised Dormitory to provide hostel management services.

By maintaining established working relationships, we work closely with our foreign partners from 10 different countries - Bangladesh, Cambodia, India, Indonesia, Myanmar, Nepal, Pakistan, Philippines, Sri Lanka and Vietnam. We have also acquired 5 subsidiary companies that help maintain our various services. These subsidiary companies are Panda Cleaning Service Sdn Bhd, IMI Management & Services Sdn Bhd, Reflexi Resources (M) Sdn Bhd, Adwatrans Sdn Bhd and Gigaway Concept Sdn Bhd. Some of our established clients are Panasonic AVC, Aeon Big, Texas Chicken Malaysia, Pavilion Shopping Centre and Genting Highland.



OUR VISION

Manforce Group pledges to provide innovative, exceptional and human-centric services to our clients. With the aim to be the first human resource management company for both foreign and local workers listed on Ace Market, we aspire to be the centre of excellence by applying the best practices in the industry within the boundary of law. At the same time, we also seek to build fruitful and successful partnerships with our clients, industry peers and the Government as well as to obtain an acknowledgement from them.

OUR MISION

We strive to offer our clients the best and most competitive services and solutions that go beyond their expectations.

We aim to ease our clients' burden on recruitment by simplifying the entire process and resolving any potential issues before they become a problem.



OUR VALUE PROPOSITION

In line with our core principles, which are Commitment, Innovation and Professionalism, we aim to be your strategic partner by offering top-notch services and solutions. At Manforce Group, we developed our very own quality manual to ensure we comply with the local government and international labour standards and guidelines.



OUR TEAM

Manforce Group's core departments consist of Sales & Marketing, Finance & Accounting, Recruitment & Payroll, PR & Submission and Project Management. With more than 18 years of experience, our team is very versatile, resourceful, knowledgeable and quick to adapt to the needs of different client sectors. We have satisfied our clients from various industries such as Electrical & Electronical Manufacturers, Glove Manufacturers, Food Processing, Mechanical & Construction, Product Manufacturers, Retail and F&B Stores, Shopping Centres and Office Buildings.



Possessing expansive industry know-how, Manforce Group's dynamic and diligent team is in the pursuit of becoming clients' most valuable and trusted partners by accompanying them at every stage. Our team members are also flexible and competent in providing adequate solutions. By offering appropriate and considerate strategies and arrangements, we are able to mitigate our clients' burden on recruitment and human resource management.

2004

MANFORCE GROUP

was founded by Dato' Wong Boon Ming.

2010

PANDA CLEANING SERVICES SDN BHD

was acquired which supplies experienced workers to execute cleaning and sanitizing services.

2011

ISO 9001:2008 CERTIFICATION

Manforce Resources (M) Sdn Bhd has been assessed and certified for the "Supply and Management of Foreign Manpower Outsourcing Services" category by both SGS (Malaysia) Sdn Bhd and SGS United Kingdom Ltd.

2015

ADWATRANS SDN BHD

was acquired, which supplies experienced workers to execute cleaning services.

REFLEXI RESOURCES (M) SDN BHD

was acquired, which supplies experienced workers to execute manufacturing-related services.

2016

GIGAWAY CONCEPT SDN BHD

was acquired, which supplies experienced workers to execute cleaning and sanitizing services.

IMI MANAGEMENT & SERVICES SDN BHD

was acquired, which supplies experienced workers to execute manufacturing-related services.

2018

THE ISO 9001:2015 CERTIFICATION

was subsequently updated.

DEBUTS ON LEAP MARKET

Manforce Group debuted on Bursa Malaysia's Leading Entrepreneur Accelerator Platform (LEAP) Market.

2020

THE MALAYSIANS DEVELOPMENT UPLIFT PROGRAMME (MDUP)

Manforce Group launched the Malaysians Development Uplift Programme (MDUP) to empower the local youth workforce.

OUR BUSINESS

Manforce Group offers a wide range of diversified services that cater to our client's needs, such as Manforce Assurance Solution (MAS), Malaysians Development Uplift Programme (MDUP) and Cleaning & Maintenance. Our core service, MAS, is especially holistic, efficient and able to alleviate clients' concerns in recruitment and human resource management. Let us equip you with high-quality and timely services so you can better concentrate on your business development.



01

CLIENT'S EMPLOYMENT

Recruiting foreign workers comes with a number of challenges and uncertainties, such as recruitment fraud and complicated hiring processes. With Manforce Assurance Solution (MAS), clients are able to employ and manage their foreign workers with low to no risks. Manforce Group will undertake all the responsibilities and the imminences as we assist our clients in every stage of the human resource management process. Therefore, clients can focus on important businesses without worrying about manpower.

MAS operates with a human-centric and compassionate management approach. In contrast with recruitment agents, we handle the tedious tasks and go the extra mile to help retain clients' workers through counseling and retention programmes with no additional charges. Whether it's a small-scale or massive volume, you can be hassle-free as we will settle all the recruitment and human resource management for you. Under Client's Employment, clients specifically in the manufacturing and services sectors are the ones who directly employ foreign workers.



02

MANFORCE'S EMPLOYMENT

Different from Client's Employment, the foreign workers are employed by the Group under our own recruitment quota. As the workers' permits are under Manforce Group, clients could avoid going through complicated recruitment procedures. Manforce's Employment allows clients to increase their manpower in a short time without having to go through a long and tedious process. The services are offered on a contract basis and only entail cleaning, sanitising and manufacturing services.

MANFORCE ASSURANCE SOLUTION (MAS)



03



LOCAL EMPLOYMENT

Manforce Group also provides the option of local labour recruitment and management. Oftentimes, HR departments may face difficulties in employing suitable and quality workers as the recruitment process is time-consuming and requires a lot of resources. Local Employment could speed up the process and ensure the workers recruited are qualified for the job.

This service is subjected to clients' requirements; where the local workers could either be recruited under clients themselves or Manforce Group. We also provide mass hiring to ensure clients have all the suitable and capable manpower they need, which potentially saves time and cost. Local Employment only entails cleaning, servicing and manufacturing services.

OUR SERVICES COVER



HUMAN RESOURCE MANAGEMENT

This includes the recruitment, payroll and training of the foreign workers. We and our clients utilize the digital payroll management system and Manforce Tracking System (MTS) to conveniently manage the workers' profiles and payroll from anywhere, at any time. MTS is realtime web-based communication and human resource management system that can easily track the workers' information and work schedules.



CONSULTATION & ADVISORY

We provide professional consultation and guidance in regard to the necessary requirements and compliances needed to be adhered to. Manforce Group also acts as a mediator, balancing and resolving any conflicts that arise between the clients and their workers.



ADMINISTRATION SERVICES

We help manage work permits, insurance coverage, and bank account openings as well as provide digital payment solutions.



ACCOMMODATION & TRANSPORTATION

We extend our services to the arrangement and management of foreign workers' transportation to and from the workplace. Additionally, we also allocate secure and proper accommodations for them.



WELFARE SOLUTION

We supervise the foreign workers' work performances and provide the necessary cashless medical benefits, healthcare needs and counselling.

MALAYSIANS DEVELOPMENT UPLIFT PROGRAMME



STEP **1**

**Connecting
with related
authorities**



STEP **2**

**Liaising with
the Employers**



STEP **3**

**Screening and
selection of
suitable
candidates**

Malaysians Development Uplift Programme (MDUP) is an initiative that aims to empower young Malaysians with the necessary skills to enhance their employability and growth. Applicants who are eligible for this programme must be between the ages of 18-30, who may be school leavers, unemployed or from the B40 group. This programme offers basic industrial training to ensure that the candidates are well-equipped with relevant knowledge and practical skills that exceed the expectations of employers. It allows them to thrive and access employment in a legal and safe manner. Employers also benefit as the local employment rate improves with the candidates progressing into full-time placements.

MDUP focuses on providing theoretical and practical in-house training. Allowances, accommodation, transportation, OT benefits and a certificate of completion by well-established universities will also be provided. Those who successfully completed the training will be offered a job placement. Alternatively, the individuals could choose to start the work or to continue furthering their studies in developing their leadership skills.



STEP **4**

**Theoretical
training**



STEP **5**

**Industrial
training**



STEP **6**

**Completion of
training**



STEP **7**

**Further
opportunities**


CLEANING & MAINTENANCE

With the increasing demand of markets and clients, Manforce Group cleverly seized the opportunity to introduce a new business segment of Cleaning & Maintenance. Under our subsidiary companies, Gigaway Concept and Panda Cleaning Services, we are equipped with a whole spectrum of systematic cleaning and maintenance services to fulfil our clients' needs.



01

COMMERCIAL CLEANING AND MAINTENANCE SERVICES



We provide a full-fledged range of commercial cleaning and maintenance services for a variety of industries. Be it something as specific as aircraft cleaning or comprehensive general cleaning, we have qualified and experienced cleaners as well as equipment to approach these cleaning services.

Our service covered:

- Comprehensive General Cleaning
- Initial Cleaning
- Post Construction Cleaning
- Comprehensive Carpet & Floor Cleaning
- Flooring Treatment – Crystallization
- High-rise Façade and Internal Cleaning
- High-rise Façade and Internal Maintenance
- Cleanroom Cleaning
- Aircraft Cleaning
- Industrial Cleaning
- Facility Maintenance
- Landscape & Ground Maintenance
- Commercial Sanitization Service (Sani-Clean)

02

COMMERCIAL AND DOMESTIC CLEANING SERVICES

Unlike the previous service, Commercial and Domestic Cleaning Services mainly target residential areas, schools, retail shops and offices. With Sani-clean, we have professional equipment, specialized tools and experienced cleaners to sanitize and disinfect households as well as home offices. Sani-clean highly focuses on detailed and delicate cleaning to combat influenza viruses.

**Commercial
General
Cleaning**

**Domestic
General
Cleaning**

**Commercial
& Domestic
Sanitization
Service**
(Sani-Clean)

CENTRALIZED DORMITORY

In moving forward into the future, we now offer Centralized Dormitory Service to our client's workers. All the dormitories provided are in compliance with Act 446 (Employees' Minimum Standards of Housing, Accommodations and Amenities Act 1990). We place emphasis on protecting the welfare of the workers and creating a harmonious living environment for them. Basic furniture, facilities and amenities will also be provided, some of which include lockers, kitchenware, beds, laundry services, security guards and control rooms.



CORPORATE SOCIAL RESPONSIBILITY (CSR)

As a compassionate establishment, Manforce Group practices Corporate Social Responsibility (CSR) to enhance the betterment of the society and environment. Through implementing employees' benefits and executing various volunteer programmes, we aim to improve our community's well-being and safety as well as the sustainability of the environment.

PRIORITIZATION OF EMPLOYEES' WELLBEING

Employees' health and wellbeing are the keys to championing effective work life and quality services that deliver mutual benefit to the company, clients and employees. To promote and support our employees' well-being, Manforce Group provides a wide range of healthcare needs to both local and foreign workers.

- Provide Employee Medical Insurance such as EPF, SOCSO, EIS and more.
- Provide essential insurance for foreign workers such as SOCSO, FWHS, FWIG and FOMEMA.
- Regularly sanitize and disinfect the workplace to ensure employees' safety.
- Organize team-building activities to promote teamwork and social equality.
- Provide flexible work schedules and work from home options to promote work-life balance.
- Provide continuous training & development programmes for employees to upskill.

SOCIAL CONTRIBUTION

02



SUPPORT UNDERPRIVILEGED STUDENTS

Since 2018, Manforce Group has supported underprivileged students in 4 Chinese Primary Schools under the Education Fund Donation. The purpose of this project is to improve the education of the students who are living in poverty.

EMPOWER YOUNG MALAYSIANS

Manforce Group introduced the Malaysians Development Uplift Programme (MDUP) in 2020 which aims to empower young Malaysians aged 18 to 30 who may be school leavers due to lack of education funds, unemployed or underprivileged B40 groups. The goal of this programme is to equip participants with the necessary learning and working skills to enhance their employability and career growth. Participants will get practical industrial training, allowances, accommodations and a certificate of completion. A job guarantee will be provided upon successful completion.





CARE FOR THE ORPHANAGE & THE ELDERLY

Manforce Group has organized several Corporate Social Responsibility (CSR) activities since 2017. The key objective was to provide an endless contribution to the betterment of society with the support we received from our employees, clients, investors and partners. Our visits to the old folk's homes and orphanages included providing the necessities, spending time with them and giving the homes a complete makeover to ensure they have a safe and comfortable living environment. As a result, these experiences gave us a deeper understanding and empathy toward these vulnerable groups of people.

VOLUNTEER IN COMMUNITY PROGRAMMES

Manforce Group has participated in various community programmes organized by HOPE Worldwide Malaysia, an NGO that aims to help urban poor families and marginalized communities.



03

PARTICIPATION IN SUSTAINABLE ACTIVITIES

IMPLEMENT ECO-FRIENDLY BUSINESS MODELS

To reduce our carbon footprint and adopt eco-friendly practices, Manforce Group took a big step forward in implementing paperless and remote business models. With advanced technologies, we self-developed our very own Manforce Tracking System (MTS) to track and manage local and foreign workers in real-time. Additionally, we also use a digital payroll management system to conveniently manage the workers' salaries. These systems accelerate the workflows, improve customer experience and minimize the impact on the environment.



03

RAISE AWARENESS OF ENVIRONMENTAL ISSUES

In November 2019, Manforce Group joined hands in the Good Earth Run, a charity run organized by HOPE Worldwide Malaysia. The theme of the run is based on 3Rs:

- Recycle
- Regenerate
- Refuse

that aim to cultivate sustainability by avoiding the use of plastic bottles and wrappers. The participants were responsible for bringing their own reusable bottles. This run also intended to raise awareness on environmental issues, such as fast fashion and food wastage.



PROMOTE SOCIAL RESPONSIBILITY

Manforce Group initiated the Beach Clean-up Campaign, a volunteer-based social activity to clean up the beaches around Malaysia. This programme aims to enhance the quality of life by promoting awareness of the conservation of the environment, beaches and marine life.

04

BATTLE AGAINST COVID-19

Since the outbreak of Covid-19, Manforce Group has inaugurated a number of programmes to help prevent and combat the spread of the virus. With our swift and prompt responses, we were able to provide early testing, quick treatments and immediate isolation in protecting our foreign and local workers.

- Provide Covid-19 Screening
- Regularly disinfect Foreign Worker Hostel
- Provide Post MCO Training for Foreign Workers
- Execute Covid-19 Awareness Programme
- Collaborate with our client, George Kent to support PKD & IPD healthcare and enforcement officers with daily meals and hygiene kits
- Establish Manforce Group Covid-19 Taskforce
- During the pandemic, Manforce Group ensured our employees' safety through the distribution of face masks, self-test kits, PCR tests and hand sanitisers



WHY MANFORCE GROUP?

ONE-STOP TAILORED-MADE SOLUTION

With our Manforce Assurance Solution (MAS), we are able to alleviate your concerns and assist your recruitment process from the start to the end. Our professional and passionate employees are considerate and focused on providing the most efficient services to you. After all, you're our top priority and your satisfaction is our success.

ETHICAL & RESPONSIBLE

Manforce Group dutifully abides by the necessary laws and regulations while practicing upright business operations. We comply with all the legal requirements and regulations set by local and international Governments. We also hold on strongly to our moral values and do not tolerate illegal activities.

EXPERIENCED & EFFICIENT EMPLOYEES

Manforce Group sets a high benchmark for our employees to effectively serve our clients, manage workers and execute projects. Our experienced employees are trained, skillful, and creative problemsolvers who provide exceptional services to meet clients' requests in a timely manner.



MANFORCE GROUP
BERHAD

manforce.net

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