

A wholly owned subsidiary of
Manforce Group Berhad



COMPANY PROFILE

- GENERAL CLEANING
- HOSPITAL & HYPERMARKET CLEANING
- HIGH-RISE FAÇADE CLEANING
- CLEANROOM CLEANING
- HYGIENE SERVICES
- LANDSCAPE & GROUND MAINTENANCE

About Us

Panda Cleaning Services Sdn. Bhd. (PCSSB) was set-up as an outsourcing company in recruiting and managing of foreign worker in 2010. We began to offer a full-fledge of cleaning services to customer due to customer demand that push company to diversify its services in 2014. We started off with cleaning services in food and beverage outlets, shopping malls and now we are expanding our services into high-rise façade cleaning, cleanroom cleaning, hygiene service, landscape & ground and maintenance.

We are passionate about providing a flexible and customize service where every customer is treated equally no matter how large and small the contract value. We will ensure that every contract is maintained at a consistent level of quality by doing one-off spot checks or scheduled visits, tested processes and methods delivered by our skilled employees.

Our areas of expertise include General Cleaning, Hospital & Hypermarket Cleaning, High-Rise Façade Cleaning and Cleanroom Cleaning, Hygiene Services, Landscape & Ground Maintenance. We aim to provide quality service to our customer as we believe that clean and healthy environment is beneficial to one's physical and mental health.

At PCSSB, we understand that establishing positive and effective leadership is a key factor in proving our customers with excellent services. We also implement Health & Safety and Recycling Policies that have been through both experience and knowledge and are in line with best management practice.



Core Value

These eight important values are the building blocks that constitute PCSSB's Service Value System. To ensure that our customer gets the best service available in the cleaning industry, a premium and luxurious service and ultimately exceed customer expectation.



Integrity



Innovation



Responsibility



Discipline



Accountability



Teamwork

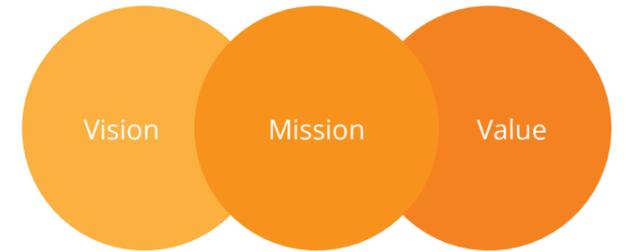


Mutual Respect



Excellence

Vision Mission



Vision

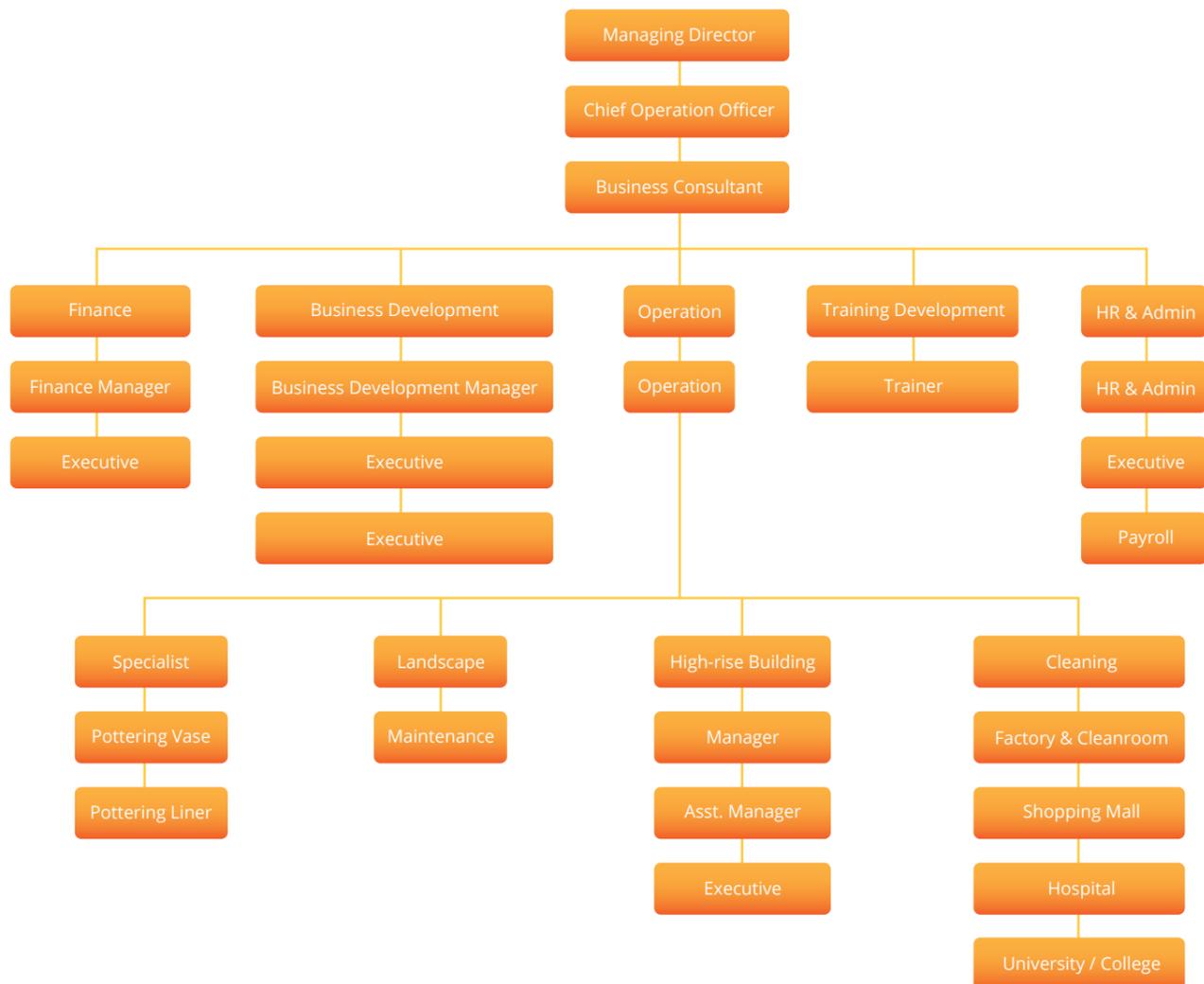
To meet the growing demand of maintenance & cleaning industry with the latest technology innovations to fulfill our customer requirements.

Mission

To provide professional cleaning services to both commercial and domestic customers that exceeds all expectation in regards to effectiveness, cost, environment and customer satisfaction.



Our Organization Structure



Comprehensive General Cleaning

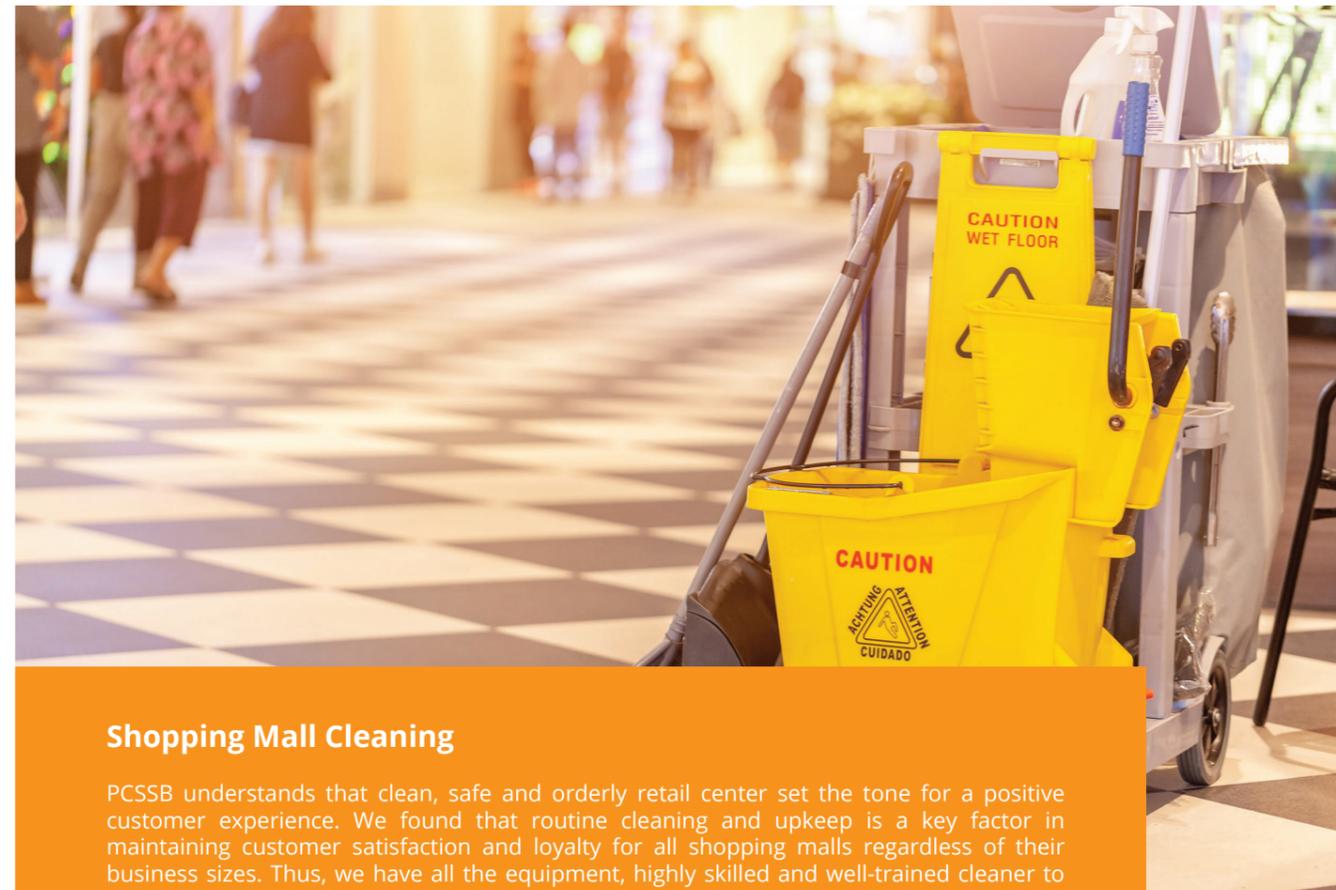
Comprehensive housekeeping service is the foundation of our Company. We specialize in offering a tailor made, comprehensive cleaning service for your business. Our team members are the most experienced professionals in the business and our proven methods provide healthy and safe working environments for our clients each and every day.

We provide service to:

- Office building
- Hospital
- Bank
- University / College / School
- Apartment / Condominium
- Airport
- Aircraft cleaning

Our cleaning services:

- Post-construction cleaning
- Comprehensive cleaning
- Fabric and upholstery
- Comprehensive carpet & floor cleaning
- Crystallization
- Pottering service – General waste, medical waste, linen
- Cleanroom cleaning



Shopping Mall Cleaning

PCSSB understands that clean, safe and orderly retail center set the tone for a positive customer experience. We found that routine cleaning and upkeep is a key factor in maintaining customer satisfaction and loyalty for all shopping malls regardless of their business sizes. Thus, we have all the equipment, highly skilled and well-trained cleaner to execute each task effectively during peak and off peak hours to ensure your shoppers will have a pleasant shopping experience in your mall.



Industrial & Cleanroom Cleaning

At PCSSB, all of our cleaning contract will be developed and customized according to customer needs and budget. We does both light and heavy cleaning work for industries such as processing plants, manufacturers and warehouses.

The work in industrial sites are usually performed in unsafe and hazardous conditions, and generally requires specialised machinery, as well as safety equipment. Hence, all of our cleaning specialist will be trained and learn all about safety knowledge before they could conduct the general cleaning works and continue the day to day maintenance and operation works at the industrial sites and cleanroom.



Internal & External High-Rise Façade Cleaning

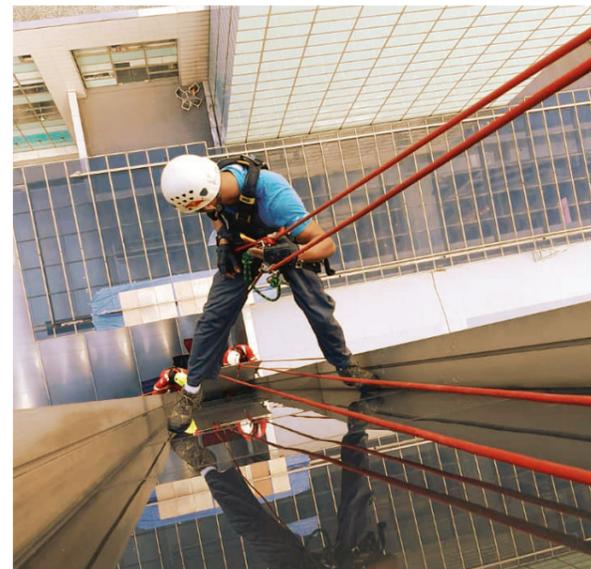
We provide window cleaning services for low, mid and high-rise buildings. Our crew are extensively trained and certified to operate all window cleaning. We clean internal and external surfaces, wall surfaces and aluminium façade of high-rise buildings.

With access to variety of tools & equipment, we provide you with a safe, innovative and economical approach tailored to suit your need with minimal disruption to other services. Our high-rise team are fully trained and certified by IRATA (Industrial Rope Access Trade Association).

We use our own skilled employees, rather than subcontractors, which ensures your job will be handled correctly with satisfaction guaranteed.

We provide high rise façade cleaning to the following type of facilities:

- Office building
- Hotel
- Hospital
- Government building
- Bank
- Condominium
- Luxury apartment communities
- Shopping complex
- Large retail





Landscape & Ground

Our certified and insured landscaping employees are skilled at making a common exterior uncommonly beautiful. Whether it is installing new landscaping designs, restoring historic sites or simply maintaining the existing landscape with attentive landscaping service, we have the expertise to beautify your garden and bring out the richness of your facility, creating a lasting first impression that signifies quality.

Other services such as:

- Softscape & hardscape
- Grass cutting & pruning
- Potted plant
- Turfing
- Weeding
- Fertilizing
- Pesticide



Maintenance

PCSSB is a full-service facility maintenance company, providing cost effective facilities management solutions. We provide exceptional service and workmanship at reasonable prices. Utilizing an extensive network of highly qualified, carefully screened team of employees allow us to perform a collection of maintenance and repair services. Our employees are aware of the unique characteristics and operating issues associated with servicing.

Customer satisfaction is our main goal, which allow us to customize a flexible program that work best to our customers. Services include maintenance and repair of electrical works, air conditioning units, plumbing repairs and ground maintenance. Ground maintenance covers a wide range of activities that create a pleasant outlook of the land surrounding a customer's building and safeguard the good health and safety of employees and their valued visitors.





Employment Training Programme

Our cleaning employees are trained in the relevant aspects of cleaning duties required of them.

This come in 4 stages:

Induction Training

A full DOSH / Health and Safety talk explaining the potential hazards of cleaning equipment and materials and an explanation of how these hazards can be found during each procedure. In addition, we undertake a demonstration of personal protective clothing.

All our cleaning equipment is color coded and employees are trained accordingly. Basic electrical equipment, such as vacuum cleaner is made familiar to cleaners with explanations on basic safety awareness and maintenance.

Finally, we go through the key issues which may arise in a cleaning environment which will help a cleaner to understand the procedures in the event of abnormal occurrences.

On-Site Training

This occurs in all our cleaning services with cleaning contracts. This work is heavily supervised and acts to ensure that a member of employees learns our special method of work. This is a system where work is checked once it is carried out to ensure all aspects of the cleaning specification are undertaken. It also helps us to distinguish the members of employees who are prepared to take a pride in the company and their work. Only members of employees who understand and act upon what is expected of them can continue to work with us.

Specific Site Training

This will include all aspects of a specific site. We recognize that every site is different and requires areas of particular attention. The member of employees is also trained with regard to the health and safety implications of a specific site as well as the security procedures of that particular site.

Ongoing Training

This keep employees up to date with any changes in materials of cleaning techniques used. All relevant changes will be introduced throughout the company and managers and site supervisors then carry out training.

Health & Safety Policies

Our Health & Safety Policies have been organized, implemented and monitored within the Company.

This statement should be read in conjunction with the Health & Safety policies that set out our specific responsibilities and arrangements which Health & Safety is to be organized, implemented and monitored within the company.

- We consider that Health & Safety an important part of all our management systems and that clear communication and co-operation between management, employees and the customers are important in order to achieve a high standard of Health & Safety at work.

- We are committed to provide a healthy and safe working environment for all employees and non-employees affected by our activities. We will use all reasonable endeavors to ensure safe systems of work throughout our business activities and will do all that is reasonably practicable to ensure a safe & healthy working environment and safe working methods.





- The Company will:
 - Initiate and maintain a safe and healthy workplace, so far as is reasonably practicable to ensure that employees, customers, visitors, and the environment are not exposed to risks arising from our cleaning activities.
 - Ensure that employees have adequate support, supervisor, relevant Health & Safety documentation, information and training required, in order to make them aware of potential hazard within the workplace.
 - Ensure that no person intentionally or recklessly interferes with or misuses anything provided in the interests of health, safety or welfare.
 - Communicate with the employees on matters affecting their Health & Safety and the importance of reporting or eliminating hazards by encouraging them to bring to the attention of management any proposals for the improvement of Health & Safety standards, thereby allowing them to fulfill their duties safely without risk to themselves or others.

• We believe in improving Health & Safety standards through constant monitoring and reviewing of our Health & Safety policies and procedures. A safe and healthy workplace can only be achieved if employees accept responsibility for their own Health & Safety and that of other persons who may be affected by their work activities. We should all work together in order to raise awareness of Health & Safety in the workplace and ensure that safety procedures and policies are adhered to.

Recycling Policy

Panda Cleaning Services Sdn. Bhd. will work alongside your organization to ensure all employees are well-trained and ensure your recycling policy is correctly followed.

We go to great lengths to ensure our activities are environmentally sustainable. Working with and to our customer's guidelines, we follow procedures and adhere to the following;

- Reduction of environmentally harmful chemicals.
- Energy and water conservations.
- Sustainability improvements included in job descriptions and employees objectives.
- Increased provision of fair trade goods.
- Commitment to working with the environment forum.
- Aiming for continual improvement on carbon emissions, recycling, water consumption, waste production, business mileage and use of sustainable products. All incidents, such as the spillage of chemicals, improper disposal of waste chemicals or other unnecessary emissions to water and the atmosphere must be prevented and reported to line management if they occur.



Contact Us

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