



STELLAR DIAMOND SDN BHD

COMPANY PROFILE

www.stellardiamond.my



Company **Overview**

Stellar Diamond Sdn Bhd (SD) is a professional cleaning and facility services company committed to delivering high-quality, flexible, and customised solutions to clients across multiple industries.

Since our establishment in 2017, SD has grown in response to increasing customer demand, expanding from general cleaning services for food & beverage outlets and shopping malls to a comprehensive range of specialised cleaning and maintenance services.

We serve industrial, commercial, corporate, hospital, and residential sectors, guided by proven processes, trained professionals, and strict quality controls. Our goal is to create clean, healthy, and safe environments that support both physical and mental well-being.

VALUE VISION & MISSION

Core Values

Our services are guided by strong professional values:

Customer Satisfaction

Professionalism

Responsibility

Innovation

Teamwork

Reliability

Integrity

Excellence



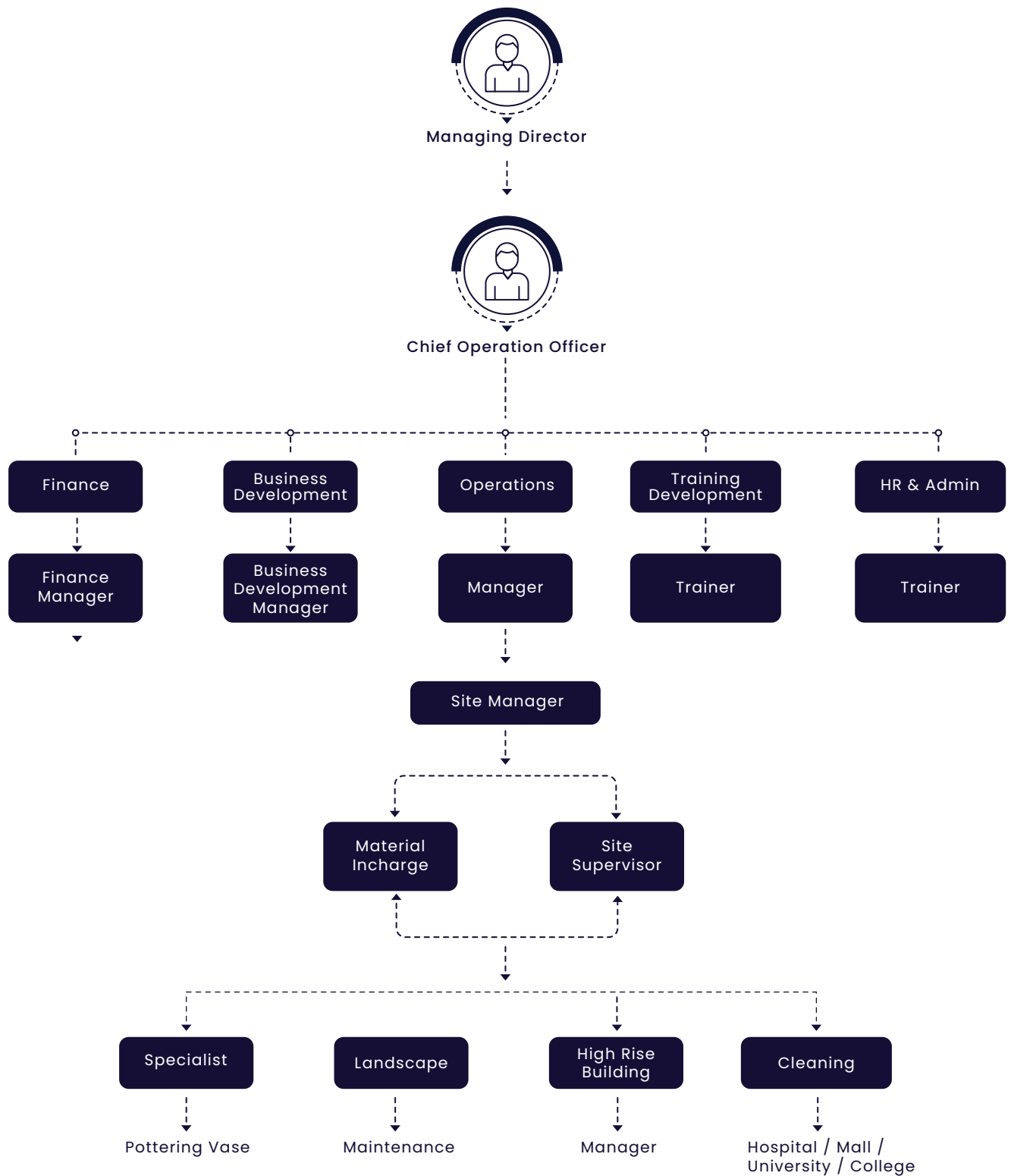
VISION

Our vision is to become a leading and trusted facility services provider, known for service excellence, operational reliability, and strong safety practices. We aim to continuously improve our capabilities and set high standards that support sustainable growth and customer confidence.

MISSION

Our mission is to deliver high-quality, reliable cleaning and facility services that meet the unique needs of every client. We focus on providing a well-trained workforce, consistent service standards, and customised solutions that create safe, clean, and healthy environments while building long-term client relationships.

Our Organization Structure



Our Expertise & Services

Comprehensive General Cleaning

Our comprehensive housekeeping service is the foundation of our company. We specialize in providing a tailor-made cleaning solution for your business. Our team consists of highly experienced professionals, and our proven methods ensure healthy and safe working environments for our clients 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

SD, understands that clean, safe, and orderly retail centers are essential for creating a positive customer experience. We have observed that routine cleaning and maintenance play a crucial role in maintaining customer satisfaction and loyalty across shopping malls of all sizes.

Therefore, we provide all necessary equipment and employ highly skilled, well-trained cleaners to effectively manage tasks during both peak and off-peak hours. This ensures that your shoppers enjoy a pleasant shopping experience in your mall.



Our Expertise & Services

Internal & External High Rise façade Cleaning

We provide cleaning services for: Office Buildings Hospitals Banks Universities, Colleges & Schools Apartments & Condominiums Airports & Aircraft Shopping Malls Service Scope Includes: Post-construction cleaning Comprehensive daily cleaning Fabric & upholstery cleaning Carpet & floor cleaning Crystallisation services Waste, medical waste & linen handling Cleanroom cleaning Our trained teams use professional equipment to ensure safe, hygienic, and orderly environments.



We provide high-rise cleaning to the
following types of facilities

Office Building

Hotel

Hospital

Government Building

Bank

Condominium

Luxury Apartment Communities

Shopping Complex

Large Retail

Our Expertise & Services

Industrial & Cleanroom Cleaning

At SD, all of our cleaning contracts are developed and customized based on our customers' needs and budgets. We provide both light and heavy cleaning services for industries such as processing plants, manufacturers, and warehouses.

Cleaning in industrial settings often takes place in unsafe and hazardous conditions, requiring specialized machinery and safety equipment. Therefore, all of our cleaning specialists receive comprehensive training on safety protocols before they are permitted to conduct general cleaning duties and perform day-to-day maintenance and operations at industrial sites and cleanrooms.



Our Expertise & Services

Landscape & Ground

Our certified and insured landscaping employees is 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:

- ▶ Soft scape & hardscape
- ▶ Grass cutting & pruning
- ▶ Potted plant
- ▶ Turfing
- ▶ Weeding
- ▶ Fertilizing
- ▶ Pesticide



Our Expertise & Services

Maintenance

SD is a full-service facility maintenance company that provides cost-effective facilities management solutions. We are committed to delivering exceptional service and workmanship at reasonable prices. By utilizing an extensive network of highly qualified and carefully screened employees, we are able to offer a wide range of maintenance and repair services. Our team is well aware of the unique characteristics and operational issues associated with facility maintenance. Customer satisfaction is our top priority.



This expertise allows us to customize flexible programs that best meet our customers' needs. Our services include the maintenance and repair of electrical systems, air conditioning units, plumbing, and grounds maintenance. Grounds maintenance encompasses various activities that enhance the appearance of the landscape surrounding our customers' buildings while ensuring the health and safety of employees and valued visitors.

Employment Training Program



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

Our cleaning employees are thoroughly trained in the essential aspects of their cleaning duties, which is divided into four stages:

1. Induction Training

This stage includes a comprehensive Health and Safety briefing that covers the potential hazards associated with cleaning equipment and materials. We explain how these hazards can be encountered in everyday procedures. Additionally, we provide a demonstration of personal protective clothing.

All our cleaning equipment is color-coded, and employees receive training on this system. We familiarize them with basic electrical equipment, such as vacuum cleaners, while emphasizing safety awareness and maintenance procedures.

Finally, we address key issues that may arise in a cleaning environment, helping employees understand what to do in the event of abnormal occurrences.

2. On-Site Training

This training occurs across all our cleaning contracts. It is heavily supervised to ensure that employees learn our specific methods of work. We check the quality of the work once it is completed to guarantee all aspects of the cleaning specifications are met. This process also allows us to identify employees who take pride in their work and the company. Only those who understand and act according to our expectations continue to work with us.

3. Specific Site Training

This training encompasses all aspects unique to a specific site. We recognize that every site has different requirements and areas that need special attention. Employees are also trained regarding the health and safety implications specific to each site, as well as the site's security procedures.

4. Ongoing Training

This stage keeps employees updated on any changes in cleaning materials and techniques. Any relevant changes are communicated throughout the company, and managers and site supervisors carry out the necessary training.

Health & Safety Policies

This statement should be read alongside our Health & Safety policies, which outline our specific responsibilities and the arrangements for how Health & Safety will be organized, implemented, and monitored within the company.

We are committed to providing a healthy and safe working environment for all employees and non-employees who may be affected by our activities. We will make every reasonable effort to ensure safe systems of work throughout our business operations, and we will do everything that is reasonably practicable to maintain a safe and healthy working environment and implement safe working methods.

We believe that health and safety are crucial components of all our management systems. Clear communication and cooperation among management, employees, and customers are essential to achieving high standards of health and safety in the workplace.

The Company will:

We will maintain a safe and healthy workplace, ensuring that employees, customers, visitors, and the environment are protected from risks associated with our cleaning activities.

Employees will receive the necessary support, supervision, and training to identify workplace hazards. No one may intentionally or recklessly misuse health and safety provisions.



We encourage employees to communicate health and safety concerns and propose improvements to ensure a safe working environment for all.

We believe that improving health and safety standards requires continuous monitoring and reviewing of our policies and procedures. A safe and healthy workplace can only be achieved if employees take responsibility for their health and safety, as well as for the well-being of others who may be affected by their work activities.

Everyone needs to work together to raise awareness of health and safety in the workplace and to ensure adherence to safety procedures and policies.



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