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**Progress Through  
Trusted and  
Professional  
Services**



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# About Us

Founded in 2004, Manforce Group is one of the leading foreign worker solutions providers in Malaysia. Manforce Group takes pride in calling itself one of the very few comprehensive solutions providers or a "one-stop" avenue in the provision of foreign workers supply.

From only an agent to supply foreign workers when it was established over a decade ago, Manforce Group is currently involved in the businesses of foreign workers management services, manual labour services as well as foreign worker insurance products and services. Our competitive strengths as compared to our industry peers are centred on our established working relationship with foreign partners, experienced key management team and the use of information technology in our business operation.



Manforce Group remains committed in catering to the labour needs of various industries in Malaysia, as it strives to become the No. 1 player in the Malaysian foreign workers management services market.

Our customers includes electrical and electronic manufacturers, shopping centres, food and beverage service providers, hospitality and convenience stores. Moving forward, Manforce Group also plans to venture into the manufacturing and services sectors.

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# Our Vision

In line with our founding objectives, Manforce Group pledges to offer our clients the best and competitive services and solutions related to foreign workers in Malaysia. We aspire to be a centre of excellence, pioneering and applying the

best practices in the industry within the boundary of law. We are also committed to build successful partnerships and be acknowledged by the Government, the industry and all our clients.

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# Our Mission

- We strive to provide innovative & responsive solutions that exceed the expectations of our clients.
- We simplify the process for our clients to identify and resolve issues by expediting resolution time frame.
- We help clients to create value in their businesses through our value-generating services.





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# Our Team

Manforce Group's dynamic and dedicated team possesses invaluable and expansive industry know-how, which are vital to meet the growing needs of today's evolving labour force. In our pursuit to be the trusted partner for our clients, we pledge to accompany you at all stages of the partnership. Right from providing consultation on employment of foreign workforce, getting approval from authority department to after sales services such as monthly payroll, hostel & transportation arrangement, workforce management, strategic outsourcing relationship management and many more, Manforce Group is ever-ready to serve you.

# Our Business

Manforce Group offers extensive services and solutions related to the provision of foreign workers, alleviating the concerns of our clients in recruiting and managing their foreign-sourced workforce. In general, we provide foreign workers management services, manual labour services and insurance-related products, by leveraging on our experience and expertise in the manpower service and solutions industry. The Group takes pride in calling itself an end-to-end solutions provider in foreign workers-related matters, one of the very few comprehensive services providers in the domestic market.

## ◦ **Workforce Solutions & Services**

### Foreign Worker Management Services

We provide services in the areas of human resources, administration, training, welfare solutions and immigration related solutions for the foreign workers employed by our customers in the manufacturing and services sectors. Among the type of management services offered by us include accommodation, transportation, renewal and extension of work permits, as well as insurance coverage and claims. We also offer consultation services by advising our clients on the requirements as well as the necessary compliance to adhere to in order to obtain the foreign workers recruitment quota.

In addition to the foreign worker management services offered by us, our services may also extend to include advance payment of foreign workers' levies to the relevant authorities on behalf of customers, return air tickets and related payments – based on the request by our clients. Any advance payment of levies made on behalf of our customers for the employment of foreign workers is recoverable from them on a monthly basis once these foreign workers commence work.



# ◦ General Processes of Foreign Worker Management Services

## 1. LIASING WITH OUR PROSPECTIVE CUSTOMERS



## 2. REGULATORY REQUIREMENTS

(Our role is confined to providing advisory and guiding our customers in relation to regulatory requirements for the hiring and recruiting of foreign workers in Malaysia.)



a) Sourcing of local workers from the JobsMalaysia portal



b/i) Application to Department of Labour of Peninsular Malaysia



b/ii) Approval issued by the Ministry of Home Affairs



c) Receipt of approval for foreign worker recruitment quota and payment of levy



## 3. PRE-ARRIVAL ARRANGEMENT

(Our role is confined to recommending accredited foreign recruitment agencies to our customers.)



a) Recruitment and selection at source country



b) Processing of Bio-data, medical screening and security clearance



c) Application of Calling Visa and Single Entry Visa



## 4. ARRANGEMENT FOR FOREIGN WORKERS AFTER ARRIVING AT MALAYSIA



a) Arrival of foreign workers - clearance and transfer to temporary housing



b) Notice to Department of Labour of Peninsular Malaysia



c) Medical Examination and Processing of Work Permit



d) Application and opening of bank account



## 5. TRANSPORT FOREIGN WORKER TO THEIR WORKPLACE



## 6. RENEWAL OF FOMEMA, WORK PERMIT AND INSURANCE

## A) Process flow for Foreign Worker Management Services

### 1) Liaising with our prospective customers

We liaise with our clients to understand their human resource needs such as the number of foreign workers required, job description, duration and its related welfare requirements. Working closely with our Foreign Partners, we will match the requirements of our clients with the suitable foreign workers and prepare a proposal specifying the terms and conditions including fees structure. Typically, as required under the Malaysian employment policies, Manforce Group will try to source local workforce. However, in the event of lack of interest from local workforce, it will be necessary to proceed with the application for foreign workers recruitment quota.

### 2) Regulatory requirements

Job vacancies are first posted on the JobsMalaysia portal in order to give priorities to local job seekers. However, if the vacancies are not filled by the local labour market due to lack of interest, we will assist our clients with the procedures to obtain a written confirmation from the Department of Labour of Peninsular Malaysia before they can proceed to submit the application for recruitment quota for hiring foreign workers.

Upon receiving the approval for the recruitment quota from the Ministry of Home Affairs, our clients shall pay the foreign worker levies within 30 days from the date of approval, failing which the said approval shall be forfeited.

### 3) Pre-arrival arrangement

#### I. Recruitment and selection

Our customers must first obtain an attestation letter from the source country's embassy in Malaysia to confirm that they are allowed to recruit the citizen of the source country for employment in Malaysia. We will then assist our clients to recruit the candidates that match the job requirements by engaging with our Foreign Partners in the respective source countries.

The Foreign Partners will submit the necessary documents to the labour department of the source country to obtain their consent to conduct the recruitment process. We will then conduct interviews and screening process of candidates available together with our Foreign Partners.

#### II. Processing of bio-data, medical screening and security clearance

Selected foreign workers will undergo a mandatory bio-medical registration and obtain security clearance from the respective source country's Immigration Security Clearance (ISC). On behalf of the foreign workers, the clients will be required to purchase insurance policies for a better protection of their employees.

Upon receiving the mandatory security clearance, we will guide our customers with the application of the Calling Visa via the FWCMS online portal, on behalf of the successful foreign worker. After the approval of the Calling Visa application, the foreign worker will be issued with the Single Entry Visa by the

Malaysian embassy in the respective source country to legally enter Malaysia. We will make the necessary travelling and accommodation arrangements for the foreign workers to enter Malaysia. We will also provide the necessary trainings and orientation to the foreign workers.

### 4) Arrangement for foreign workers after they arrived at Malaysia

We will arrange for a mandatory medical examination at a FOMEMA-registered panel/medical centre within 30 days of their arrival in Malaysia. Once the health status of the foreign workers are cleared/approved by FOMEMA, their passports and insurance policies shall then be submitted to the Immigration Department of Malaysia to obtain the work permit stickers and identification card (i-Kad). Following this, the foreign workers can start work at the designated place of employment. Briefings and trainings sessions will then be provided to familiarise these foreign workers on the job scope, rules/regulations and requirements, among others.

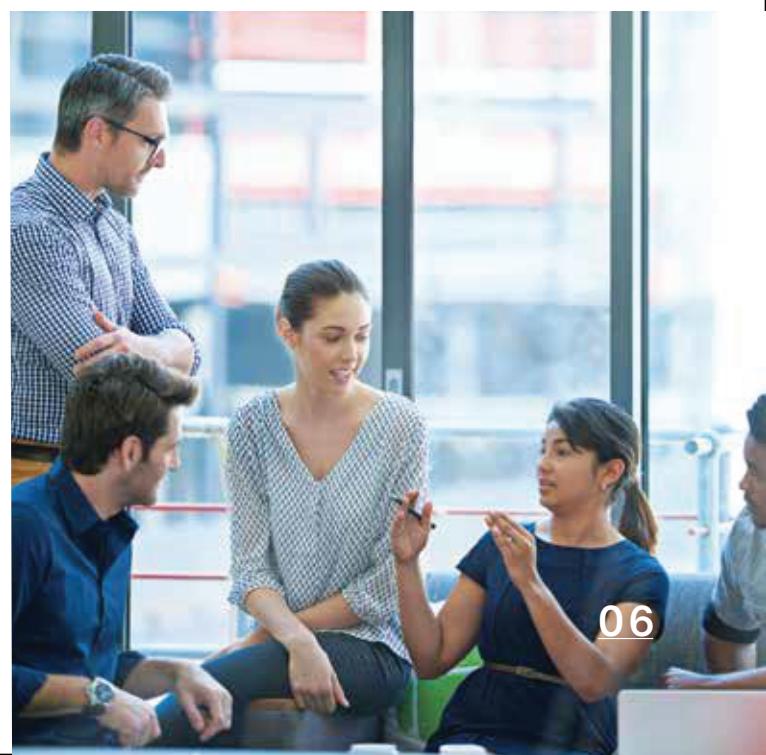
In the event of the foreign workers' health status is unsatisfactory, an appeal will be submitted to FOMEMA. However, if the appeal is rejected, arrangements will be made to send the foreign worker back to his/her home country.

### 5) Transportation of foreign workers to their workplace

We will arrange transportation for foreign workers to/from their respective workplace.

### 6) Renewal of work permit & insurance

We monitor the validity of the foreign workers' work permits and insurance policies and assist in the application for renewal of the foreign workers' work permits at least four months prior to their expiry date after they pass their FOMEMA medical examination. If the foreign worker fails to pass the FOMEMA medical examination, we will arrange to send the foreign workers back to their source countries.



## ◦ Manual Labour Services

Our manual labour services encompasses cleaning, sanitising and manufacturing related activities, which will be carried out by the foreign workers employed by the Group under our own recruitment quota issued by the Ministry of Home Affairs, Malaysia. Our services are provided on a contract basis of at least one year to shopping centres and hypermarkets, food and beverages outlets, resort hotels and theme parks as well as manufacturers in the electrical and electronics industry. Rest assured, our foreign workers are well-trained and are equipped with necessary skills to carry out manufacturing-related processes.



## ◦ General Processes of Manual Labour Services

### 1. LIASING WITH OUR PROSPECTIVE CUSTOMERS



### 2. SELECTION, HIRING AND DEPLOYMENT OF FOREIGN WORKERS



a) Matching of workers  
from existing pool



b) Briefing to workers

### 3. SERVICE QUALITY AND CUSTOMERS' REQUIREMENT ASSURANCE



### 4. BILLING OF SERVICES

## B) Process flow for Manual Labour Services

### 1) Liaising with our prospective customers

We engage our clients to understand their human resources requirements, which vary according to their respective sectors. For our manufacturing clients, such requirements include the projected production output required for the year, the manpower and timeline to meet the projected production output. For our customers in the services sector such as the hospitality and retail industries, the requirements includes the

locations, manpower and hours required for cleaning and sanitising services.

Our fee for the manual labour services relies on these requirements, which takes into account the number of foreign workers to be deployed, the contract duration of our manual labour services and the pre-agreed monthly charges for our provision of manual labour services, among others.



## 2) Selection, hiring and deployment of foreign workers

### I. Matching of workers

We match suitable foreign workers from the pool of foreign workers employed by Manforce Group with the manual labour services needs of our clients. In the event of insufficient number of foreign workers, we will apply for additional recruitment quota of foreign workers to the relevant ministries and labour departments in Malaysia. Thereafter, we shall proceed with the relevant recruitment, interview and selection process by actively engaging our Foreign Partners.

### II. Briefing to workers

We provide briefing to our deployed foreign workers on a range of matters including job scope, location of workplace, distance between accommodation and workplace, emergency and safety manuals, before the commencement of the manual labour services.

## 3) Service quality and customers' requirement assurance

**I. Service industries:** Our sales personnel and service team will conduct regular site visits to supervise the service qualities provided by the foreign workers and engage with customers the situation of the workplace and follow up closely with our customers on any specific requirements needed.

**II. Manufacturing industries:** We will appoint an on-ground supervisor from our team of foreign workers to monitor their efficiency at the respective work sites in order to meet the projected production outputs. The supervisor may impose overtime to meet the given production output, be in-charge of manpower resource allocation in the workplace and also ensure the foreign workers are complying with the safety manual or rules and regulations in the workplace.

## 4) Billing of services

We collect the results of our manual labour services from the clients' workplace and we will then issue invoices at the end of each month. The clients will pay us according to the total production output our foreign workers have produced on monthly basis.

## ○ Other Ancillary Services

Through our wholly-owned subsidiary, Agensi Pekerjaan Manforce Resources (M) Sdn Bhd (APMRSB), we provide our clients with three types of insurance policies for a better protection for the foreign workers. The insurance policies are as follows:

**I. Foreign Worker Compensation Scheme (FWCS)** – Provides compensation to any legally-employed foreign worker for injuries sustained or death due to an accident while at work. It is mandatory under the Amended Act 1996 of Workmen's Compensation Act 1952 for employers to insure their foreign workers under the FWCS.

**II. Foreign Worker Hospitalisation Scheme (FWHS)** – The yearly renewable hospital and surgical insurance scheme covers an employer's expenses in the event a foreign worker is admitted or undergoes a surgery due to an accident or illness.

**III. Foreign Worker Insurance Guarantee (FWIG)** – FWIG is a guarantee required by the Malaysian Immigration Department from employers as a security deposit for the employment of foreign workers in Malaysia. This insurance covers the repatriation expenses if the foreign worker is required by the authorities to be sent back to his or her home country.

## ◦ Value Proposition

Manforce Group pledges to deliver the best value in the market, offering a quality service delivery at a competitive and affordable market price. As a total solutions provider, our services are tailored according to the unique requirements of each client. With us as your strategic partner, you will no longer have to worry about possible mismatch of quality and expectations among the foreign workers. We also strive to address any issues related to the welfare of the foreign workers supplied to our clients, alleviating their concerns on business operation interruption.

### • Quality Assurance

At Manforce Group, we do not compromise on the quality of our services and solutions. In order to ensure a strict regulatory compliance and quality standards, we have developed our very-own quality manual. The manual, which is the core of our service delivery, outlines procedures and control in relation to quality management system, communication with customers, revision on quality manual and procedures, management review, training, internal quality audits, evaluation and selection of foreign partners in source countries, and non-conforming services.

### • Technologies

The business operations of Manforce Group, particularly those related to payroll and human resource management, are driven extensively using our self-developed technology and digital cloud platforms. Currently, we've utilized three different systems in payroll and human resource management.

#### A) Manforce Tracking System ("MTS")

This is a real time web-based human resource management system focuses on foreign worker profile management includes biodata, passport information, medical screening results, insurance coverage and expiry date of working permit & visa. The system also manages the work demand and the creation of work schedules of foreign workers, thus simplifying the process to mobilise our foreign workers as required by the customers. Foreign Partners from Nepal, Indonesia, Bangladesh, Myanmar, and more are accessible into this system from their country to manage and track the communications, processes, and related matters of their foreign workers.

Further to that, our customers are also able to access to this the portal to view and track the workers' information who are working in their workplace' premises. Customers can view the information anytime and anywhere without accessibility limitation as the user is provided with the relevant authority access for automation and simplify work communication.

#### B) iPay

iPay is our payroll management system that is primarily developed and designed to calculate and fulfil the payment of foreign workers' salaries based on a pre-set schedule and timely manner. It consolidates attendance, salary grade, benefits, reimbursements, leaves, advances, overtime incurred and salary terms and conditions to compute salaries.

The system also keeps record of salaries and payrolls, which allows immediate generation of payroll reports such as payslips and salary summaries.

#### C) HealthMetrics

In collaboration with HealthMetrics, you can now simplify and automate the management of traditionally mundane, tedious, and un-insightful employee healthcare & benefits – all in one platform. You can monitor your workers' health-seeking behaviour through live notifications and data analytics dashboard. No need for medical cards - your workers can seek cashless treatment just by presenting their passport copy (with HealthMetrics sticker) at any of the eligible healthcare partners nationwide. Clinic check-ins and digital MCs are sent to the HR/supervisor via email notifications, to help in organising manpower planning & reduce fake MCs. You will receive all the reports you need and get itemised claims data with just a click.



# Why choose us?

## ○ Clients Are Always Our Top Priority

Your satisfaction is what Manforce Group cares most about. With this in mind, we continue to provide you the most efficient solutions related to foreign workers by taking into consideration your specific needs and requirements.

## ○ We Adhere To Regulations & Requirements

Manforce Group complies with all the latest legal requirements and regulations set by relevant Government departments. We make sure our operations and the management of foreign workers are in tandem with local regulations in order to ensure our services are delivered to our clients without interruption.

## ○ Our Efficient Corporate Culture

Manforce Group sets a high benchmark for its employees to expedite the documentation and submission of documents related to our services and the management of foreign workers. Our employees are highly trained and are encouraged to be creative problem solvers to meet clients' requests in all aspects in a timely manner.

## ○ Valuable Company Assets

Manforce Group believes its highly trained, professional and passionate employees are the company's greatest assets and values their contributions.

## ○ Reliable Strategic Alliances

Over the years, Manforce Group has built strategic partnerships in Bangladesh, Nepal, Myanmar, Indonesia and Vietnam as well as in other Asian countries to accommodate the increase in demand for quality and reliable manpower. Our strategic partners are staffed by qualified consultants with extensive cross-cultural experience.

# OUR OFFICES

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