



(1466974-M)

VOLTERA (M) SDN. BHD.
UNCOMPROMISED SAFETY. UNMATCHED SERVICE.



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ABOUT US

VOLTERA (M) SDN. BHD. is a leading security company in Malaysia focused on redefining safety standards. Our mission emphasizes building strong, lasting relationships with clients through trust and effective communication. With years of industry experience, we prioritize client feedback to adapt our innovative services. We aim to revolutionize security delivery, creating safer environments with high standards and exceptional service. **VOLTERA** is committed to establishing new benchmarks in the security industry.

OUR MISSION

To enhance the safety and security landscape in Malaysia by building strong client relationships, prioritizing trust and communication, and delivering innovative, adaptable security solutions that set new industry standards.

CORE VALUE

INTEGRITY

Upholding honesty and transparency in all dealings.

CLIENT-CENTRICITY

Prioritizing client needs and feedback to shape our services.

INNOVATION

Embracing new technologies and methods to enhance security.

EXCELLENCE

Striving for the highest standards in service delivery and safety.

COLLABORATION

Fostering open communication and teamwork with clients and staff.



"WE ARE THE BEST, SETTING NEW STANDARDS IN SECURITY WITH UNCOMPROMISED SAFETY AND UNMATCHED SERVICE."

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We provide security solutions designed to streamline our service delivery while ensuring every client remains fully protected. Our approach emphasizes customer care, perimeter security, and the consistent implementation of effective security measures. We train our security personnel to meet and exceed client requirements, supported by a strong understanding of key security aspects and best practices. As the backbone of our organization, our operations and management team is always available to assist clients and coordinate with our trained security staff. Our goal is to deliver service that not only satisfies client needs, but also reflects Voltera's commitment to becoming a trusted and leading security service provider.

**"MOST CUSTOMERS
LEAVE NOT
BECAUSE OF PRICE,
BUT BECAUSE OF
SLOW SERVICE OR
BAD
COMMUNICATION."**

-BEST CURRENCY IN SERVICE IS CARE.



CORPORATE INFORMATION

COMPANY NAME	Voltera (M) Sdn. Bhd.
REGISTRATION NO.	1466974-M
HQ ADDRESS	102-A, 1st floor Taman Tunas Muda, Jalan Dato Ismail Hashim, Sg. Ara 11900, Bayan Lepas, Pulau Pinang.
CONTACT NO	+6046116897 / 0124481484
EMAIL	info@voltera.com.my
WEBSITE	www.voltera.com.my
COMPANY SECRETARY	Analytix Consultancy & Solutions
SECRETARY ADDRESS	3204 1st Floor, Jalan Bukit Minyak, Taman Permai Jaya, 14000, Bukit Mertajam. Pulau Pinang.
BOARD OF DIRECTORS	1) ADAM SHAH BIN RAJA MOHAMED 2) NORHAZRENA BINTI A'ALAWI 3) SAC (RTD) NORHASNI BIN HASSAN
COMPANY STATUS	BUMIPUTERA
PAID UP CAPITAL	600,000.00
AUTHORIZED CAPITAL	600,000.00
INSURANCE COVERAGE	PUBLIC LIABILITY / RM 1,000,000.00 ERROR & OMMISION / RM 500,000.00 PROFESSIONAL INDEMNITY / RM 500,000.00



BOARD OF DIRECTORS



MANAGING DIRECTOR



ADAM SHAH BIN RAJA MOHAMED

adam@voltera.com.my



EXECUTIVE DIRECTOR

NORHAZRENA BINTI A'ALAWI



norhazrena@voltera.com.my

BOARD OF DIRECTORS



BOARD OF DIRECTOR



SAC (R) NORHASNI BIN HASSAN

info@voltera.com.my



OPERATION DIRECTOR

SHAIK DAWOOD BIN RAJA MOHAMED



shaikdawood@voltera.com.my

BRAND THAT PROTECTS

**"PIONEERING SERVICE, INTEGRATING TECHNOLOGY,
DELIVERING QUALITY WHILE BUILDING TRUST AND CREDIBILITY,
ECHOING EXCELLENCE IN EVERYTHING WE DO."**

CLIENT-CENTRIC APPROACH

At **VOLTERA (M) SDN. BHD.**, we prioritize our clients' needs, tailoring security solutions that meet and exceed expectations. Our dedicated team collaborates closely with each client to design customized systems, ensuring that every aspect of security is addressed.

UNWAVERING COMMITMENT TO QUALITY

Our services are built on a foundation of quality assurance and dedication. We maintain the highest industry standards, proving our reliability through consistent, professional performance that resonates throughout our offerings.

PROVEN LONGEVITY IN THE INDUSTRY

With years of experience, **VOLTERA (M) SDN. BHD.** stands out for its lasting presence in the security sector. Our track record of excellence and innovative solutions ensures that our clients not only feel safe but also trust us as their long-term security partner.



UNCOMPROMISED SAFETY. UNMATCHED SERVICE.

WWW.VOLTERA.COM.MY

**“EMPOWERING
SECURITY
THROUGH
INNOVATIVE
SOLUTIONS
THAT PROTECT
WHAT MATTERS
MOST.”**



VALUE

We deliver top-tier security solutions at competitive prices, ensuring clients receive outstanding protection without compromising budget.



TRAINING

We invest in ongoing training and development, ensuring our team stays at the forefront of security best practices and innovations.



QUALITY

Our guards are selected for their professionalism and integrity, providing clients with peace of mind and dependable security solutions.

At **VOLTERA (M) SDN. BHD.**, we are committed to providing exceptional security services grounded in integrity and professionalism. With years of expertise in the industry, our dedicated team is adept at navigating complex situations, ensuring that we meet and often exceed our clients' expectations.

Our approach is centered on building trust through transparent communication and reliable service delivery. We understand the importance of client satisfaction, which drives us to continuously refine our practices and uphold the highest standards of service quality.

By fostering strong relationships and understanding the unique needs of our clients, we create tailored security solutions that provide peace of mind. As we strive for excellence, our unwavering commitment to integrity and service quality sets us apart as a leader in the security industry. Partner with us to experience the difference that trust and expertise can make in safeguarding what matters most to you.



**"RECRUIT
WITH
CLARITY,
NOT
URGENCY"**

VOLTERA (M) SDN. BHD. is committed to maintaining a high standard of recruitment through a structured and responsible hiring methodology for our Management, Operations, and Security personnel. Our hiring process is guided by clear standards and company-focused guidelines to ensure that every candidate is carefully evaluated before joining our workforce. We recognize that security and operational performance rely not only on skills, but also on character, discipline, and reliability—therefore, attitude is a key requirement in our selection criteria.

We prioritize candidates who demonstrate the right work ethic, professionalism, and willingness to learn. Those who meet our attitude and behavioral expectations are further trained and groomed to align with our company's values and service culture. Through continuous training, coaching, and structured onboarding, we help our personnel develop the confidence, conduct, and communication skills required to represent **VOLTERA (M) SDN. BHD.** in a respectful and dependable manner.

In addition to attitude-based selection, we conduct thorough vetting to strengthen trust, safety, and accountability. We verify criminal records where applicable and review past experiences to ensure candidates possess relevant exposure and are suitable for the responsibilities of the role. By combining careful screening, experience verification, and ongoing grooming, **VOLTERA (M) SDN. BHD.** ensures that our personnel are not only qualified, but also dependable and committed to delivering consistent, high-quality service.

THREE MONTHS COMPETENCY

VOLTERA (M) SDN. BHD. will undertake a three-month competency audit at the beginning of the project to thoroughly assess the client site and identify any issues. We are committed to ensuring that all identified concerns are resolved within three months, establishing a solid foundation for our project's success and ensuring that the security services operate seamlessly and effectively.



IDENTIFY

We will identify the issues highlighted by the client and conduct a thorough risk assessment to ensure the effective implementation of Standard Operating Procedures (SOPs), prioritizing the safety and security.

We will develop an improvement plan based on the risk assessment findings and enhance the (SOPs) and safety measures. Our operations team will engage in discussions with the clients to identify any loopholes and collaboratively resolve the issues.



SOLUTIONS

Implement the solutions and ensure that our trained employees strictly adhere to the Standard Operating Procedures (SOPs). Our operations team will play a crucial role in addressing any setbacks and driving continuous improvement.



IMPLIMENT

A specific two-month deadline has been established to ensure that all issues are thoroughly resolved and communicated to clients promptly and transparently.



DEADLINE

By the three-month mark, all operational setbacks are targeted for resolution, and operations should run smoothly, with staff fully understanding the procedures to enhance the safety of our clients.

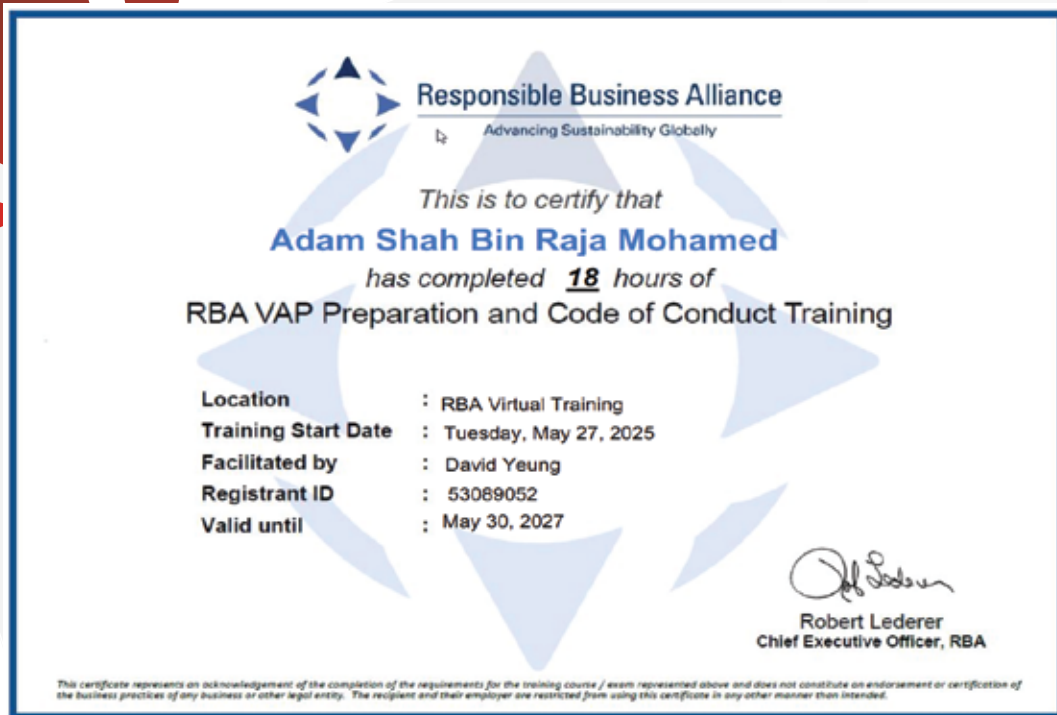


TARGET



Responsible Business Alliance

Advancing Sustainability Globally



Voltera (M) Sdn. Bhd. is committed to understanding our clients' needs and providing security services delivered with professionalism, consistency, and accountability. We also uphold responsible and ethical business practices in line with the principles of the Responsible Business Alliance (RBA).

We recognize that responsible security service goes beyond day-to-day site protection. For this reason, we place strong emphasis on ethical employment practices, including fair and on-time salary payments, transparent and lawful hiring and recruitment processes, and respectful treatment of all personnel. We maintain proper internal controls to ensure compliance, reduce operational risks, and support fair workplace standards.



VOLTERA (M) SDN. BHD. is proud to become a member of TAPA, embracing the Freight Security Requirements (FSR) to transform security in logistics and manufacturing. This membership empowers us to implement advanced security protocols that go beyond compliance, offering robust protection for your assets and investments.

Our commitment to FSR means you can expect unparalleled resilience against cargo theft and supply chain disruptions, translating to increased operational efficiency and reduced costs. With TAPA's globally recognized standards embedded in our processes, we not only safeguard your goods but also enhance your competitive edge in the marketplace.

**“WHERE LOGISTICS MEET EXCELLENCE
AND SECURITY DRIVES SUCCESS.”**

MEMBER I.D.:3056756

OUR EXPERTISE

RESIDENTIALS



FACTORIES



WAREHOUSES



HOTELS



GOVERNMENT
SECTORS



EVENTS
&
EXHIBITION



SCHOOLS
&
EDUCATION



HOSPITAL
&
MEDICAL CENTRES





VOLTERA

MANAGEMENT POLICY

VOLTERA (M) SDN. BHD. prides itself on implementing a comprehensive management system that ensures the highest standards of professionalism, customer satisfaction, and employee well-being. The following are key components of our management system:

1. STRICT POLICY: Our security personnel are required to fully understand and consistently adhere to the company's policies, which are established by the management team. These policies govern various aspects of our operations, including conduct, ethics, and procedures, to maintain a high level of consistency and professionalism.

2. CUSTOMER FEEDBACK: We place great importance on gathering feedback from our clients to continuously improve our services. Our operation team conducts regular visits to clients and actively seeks their input, allowing us to address any concerns, make necessary adjustments, and enhance client satisfaction.

3. TRAINING AND MONITORING: To ensure consistent performance and professional development, our security personnel are regularly monitored by our operation executives. Additionally, training sessions are conducted as needed or at least once every three months to ensure that our personnel are equipped with the necessary skills, knowledge, and updated security practices.

4. PAYROLL AND CARE: We understand the significance of timely and accurate payroll management. Our security personnel & management teams are paid their salaries promptly and in accordance with agreed terms, minimizing any potential disputes and maintaining a positive company reputation.

5. HUMANE TREATMENT: At **VOLTERA (M) SDN. BHD.**, we foster a work environment that upholds humane treatment for all employees and staff members. We believe in promoting a culture of respect, inclusivity, and support. This includes providing fair working conditions, opportunities for growth, and open lines of communication to address any concerns or issues.

6. POLITE AND COURTEOUS: Our security personnel are trained to exhibit politeness and courtesy in all interactions with clients and stakeholders. We place great importance on effective communication, following client instructions diligently, and offering suggestions to improve the security of the premises.

By implementing this comprehensive management system, **VOLTERA (M) SDN. BHD.** ensures the highest level of service quality, customer satisfaction, and employee well-being. We continuously strive to exceed expectations, foster a positive work environment, and provide reliable and professional security services to our valued clients.



QUALITY ASSURANCE

At **VOLTERA (M) SDN. BHD.**, we are committed to maintaining the highest standards of quality in all our services. Our Quality Assurance (QA) program is designed to ensure that we consistently meet and exceed the expectations of our clients across various sectors, including residential, industrial, healthcare, and hospitality.

COMPREHENSIVE QA FRAMEWORK

Our QA framework encompasses a structured approach that includes rigorous processes for planning, executing, and evaluating our services. We utilize a combination of industry best practices, regulatory compliance, and client feedback to develop and refine our quality standards. This comprehensive framework allows us to identify areas for improvement and implement effective solutions promptly.

CONTINUOUS TRAINING AND DEVELOPMENT

We understand that our personnel are the backbone of our quality assurance efforts. Therefore, we invest significantly in continuous training and development programs. All team members receive regular training on the latest security practices, customer service excellence, and compliance regulations. This ensures that our staff is not only knowledgeable but also equipped to perform their duties with professionalism and efficiency.

MONITORING AND EVALUATION

To uphold our quality standards, we implement a robust monitoring and evaluation system. This includes regular audits of our operations, site inspections, and performance assessments. By collecting and analyzing data on service delivery, we can identify trends, address potential issues, and enhance our overall effectiveness.

CUSTOMER FEEDBACK TREATMENT

We take customer feedback seriously and view it as a vital component of our quality assurance process. We actively solicit input from our clients, encouraging them to share their experiences and suggestions. This feedback is treated constructively, allowing us to understand their needs better and make informed adjustments to our services. By fostering an environment of open communication, we ensure that our clients feel heard and valued, which in turn strengthens our partnerships.

COMMITMENT TO IMPROVEMENT

At **VOLTERA (M) SDN. BHD.**, we view quality assurance as an ongoing commitment rather than a one-time effort. We are dedicated to fostering a culture of continuous improvement, which is reflected in our willingness to adapt to changing needs and expectations. Our leadership team actively engages in quality reviews, ensuring that we remain aligned with industry standards and best practices.



QUALITY ASSURANCE

CLIENT-CENTRIC APPROACH

Our QA program is fundamentally client-centric. We prioritize understanding the unique needs of each client and tailoring our services accordingly. By maintaining open lines of communication, we ensure that our clients are involved in the quality assurance process and can provide input on their experience with our services.

COMMITMENT TO COMPLIANCE

We prioritize compliance with industry regulations and standards as an integral part of our QA program. Our team stays updated on the latest legal and regulatory requirements, ensuring that our services adhere to all relevant guidelines. This commitment to compliance not only protects our clients but also reinforces our reputation as a trustworthy and responsible security provider.

CONCLUSION

Through our robust Quality Assurance program, **VOLTERA (M) SDN. BHD.** is committed to delivering exceptional services that enhance safety and security for our clients. By continuously refining our processes, valuing customer feedback, and investing in our personnel, we strive to be a leader in quality assurance within the security industry, ensuring peace of mind for all those we serve.

UNCOMPROMISED SAFETY.
UNMATCHED SERVICE.



PUBLIC DOCUMENT REPOSITORY

At **VOLTERA (M) SDN. BHD.**, we are committed to the highest standards of compliance and serve as a trustworthy partner for your security needs. Safety is our utmost priority, and our goal is to ensure ethical practices in securing our clients.

We maintain all necessary licenses, certifications, and documents in our public document repository for easy access. You can find licenses issued by the Home Minister (KDN), as well as our insurance coverage and other essential documents displayed in our catalog.

SCAN HERE:





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ADDRESS:

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ISMAIL HASHIM, 11900, BAYAN LEPAS, PULAU PINANG.